

F I G. 1

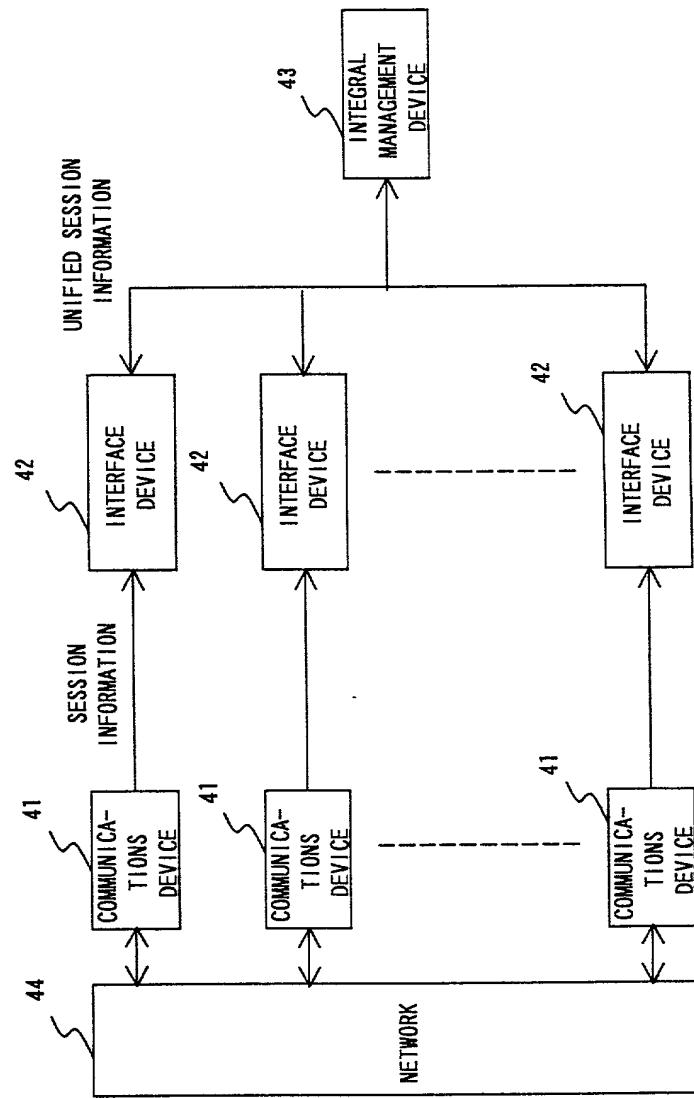
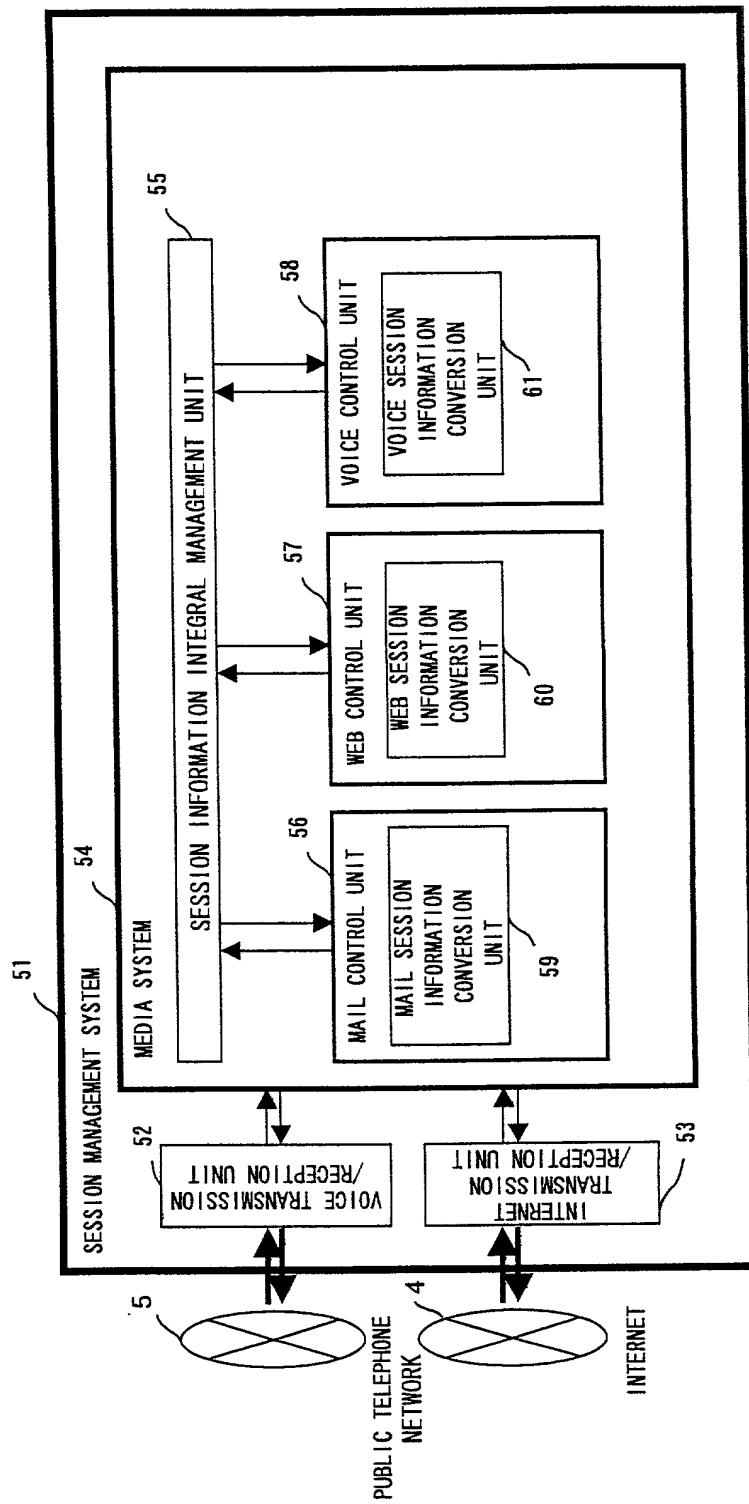
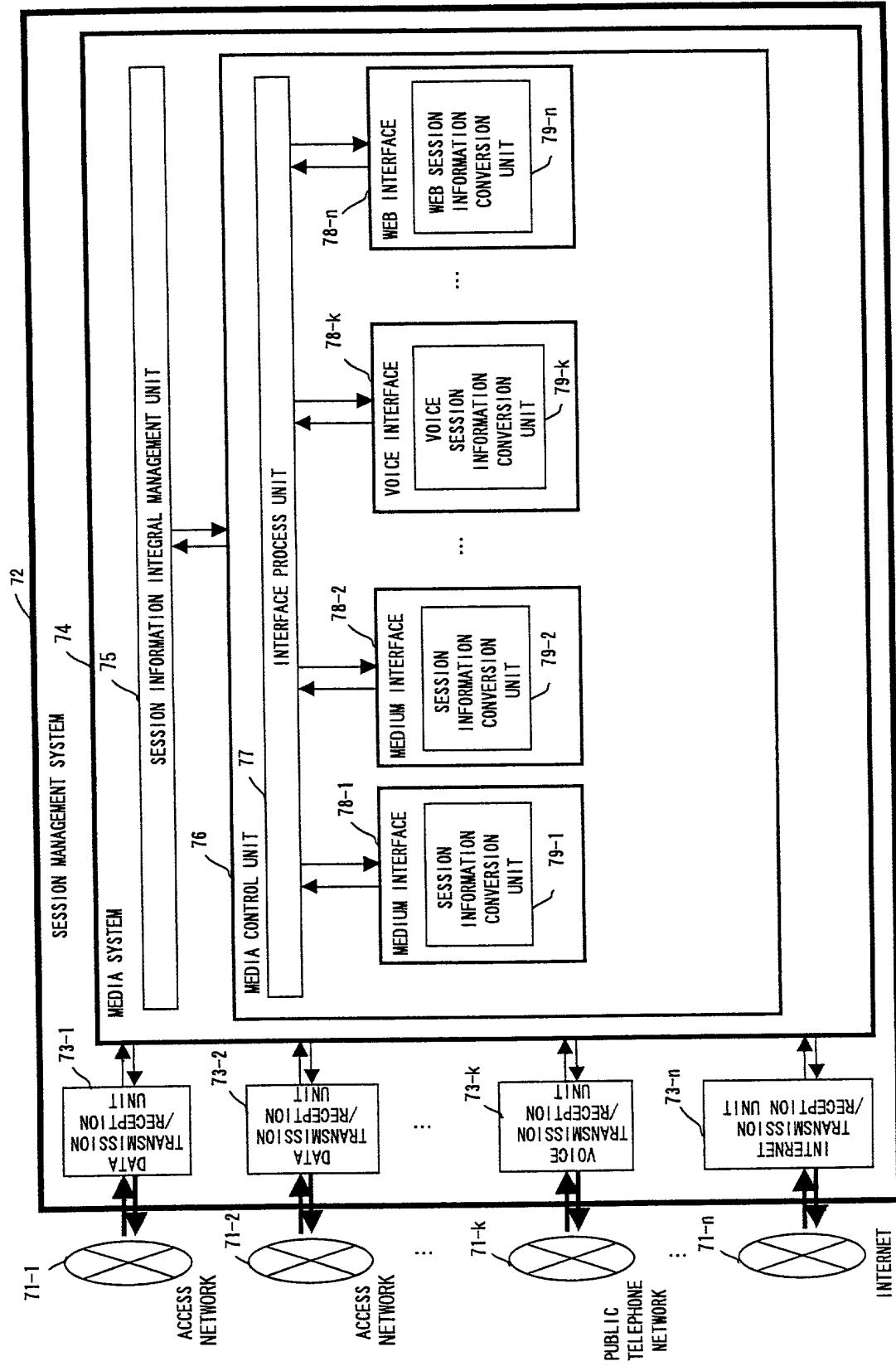


FIG. 2 A

FIG. 2B





F I G. 3

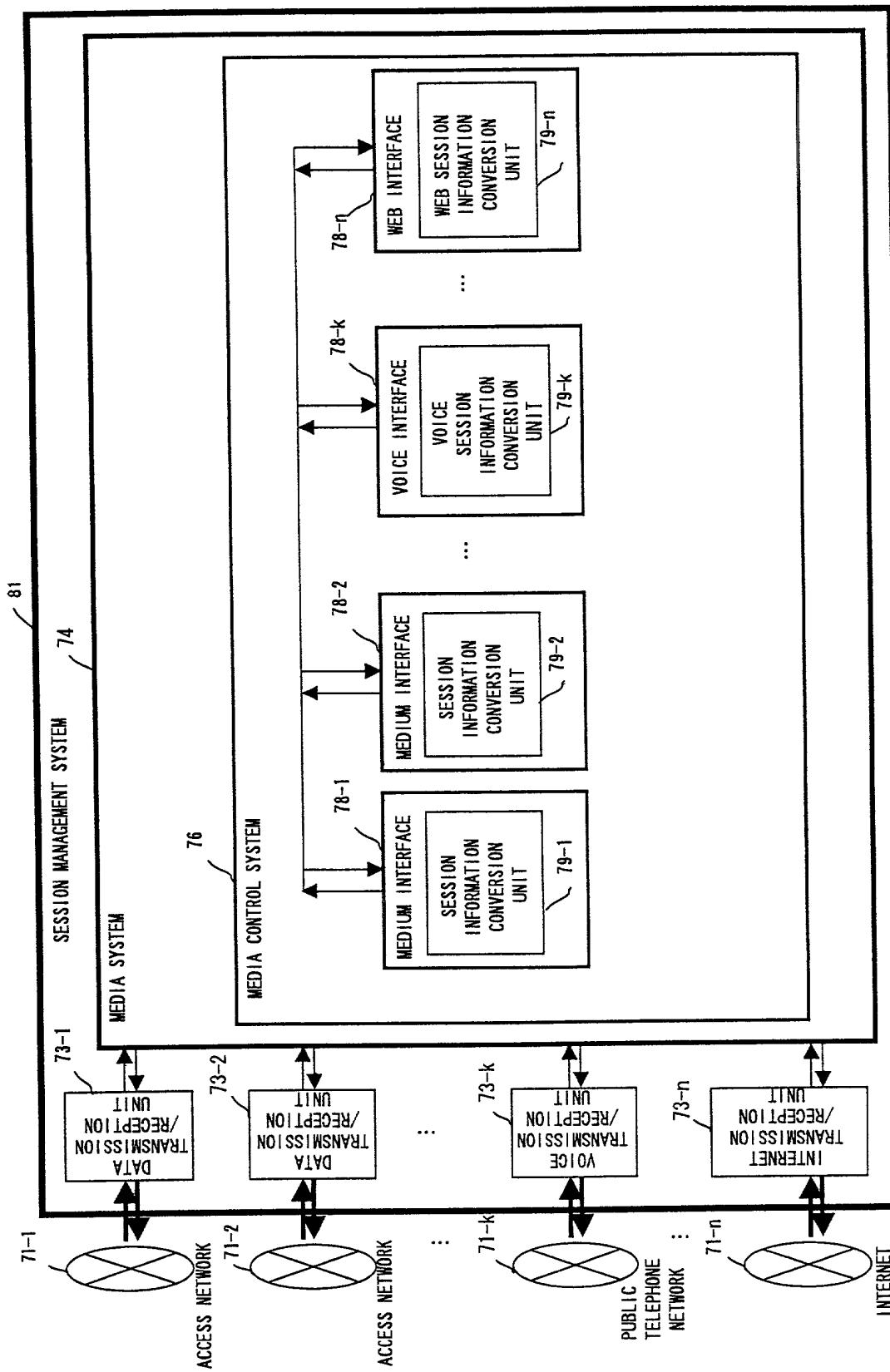


FIG. 4

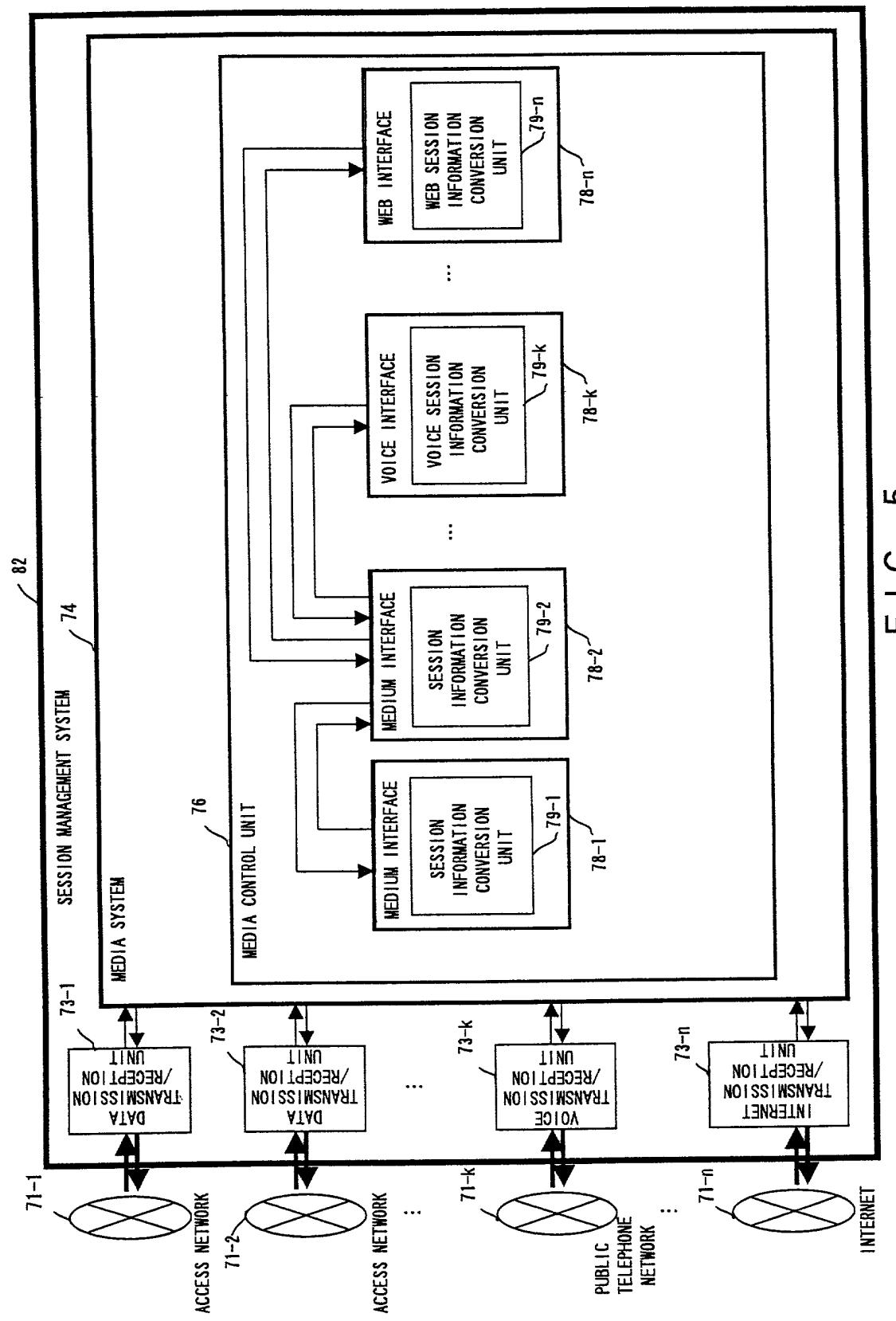


FIG. 5

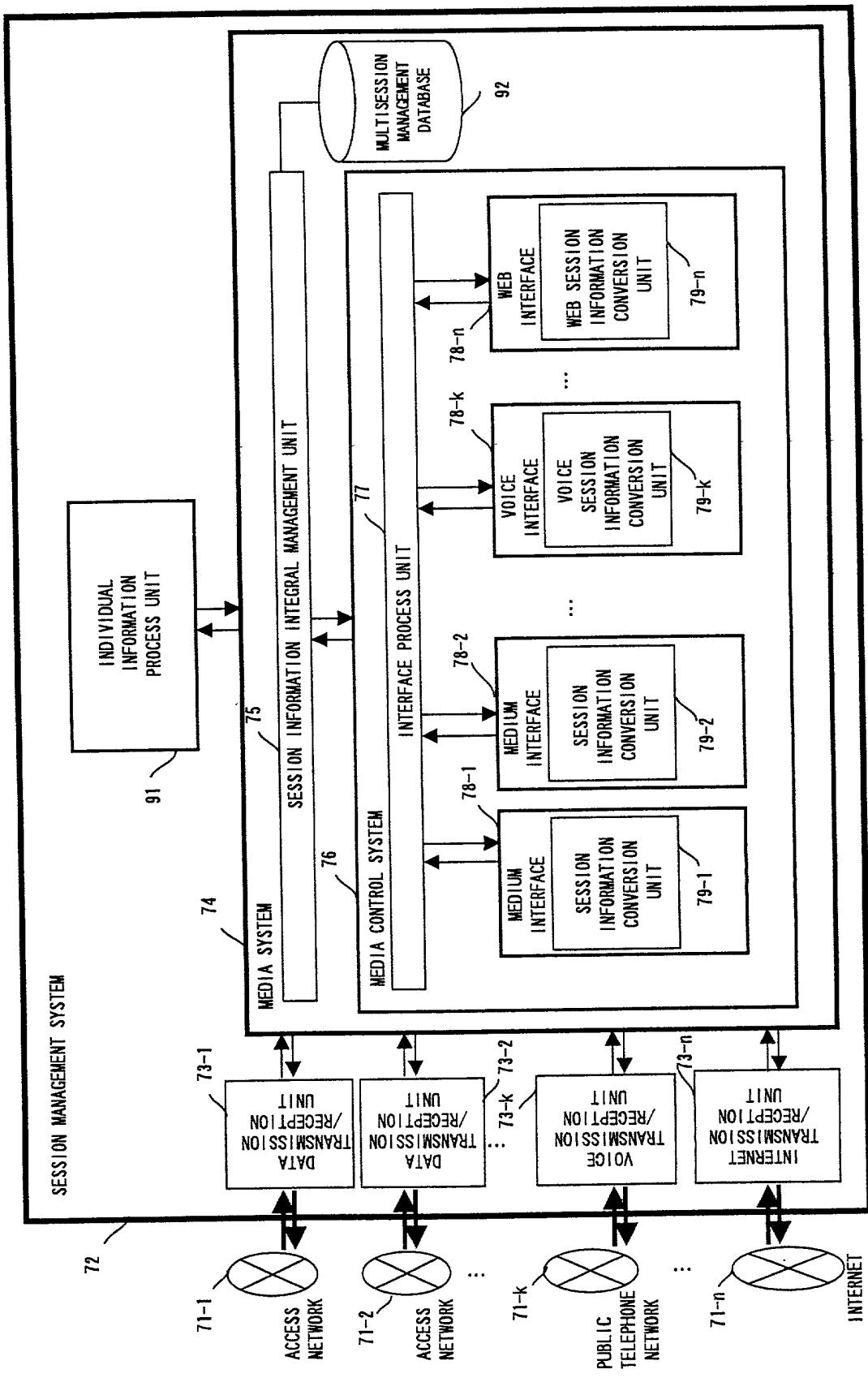
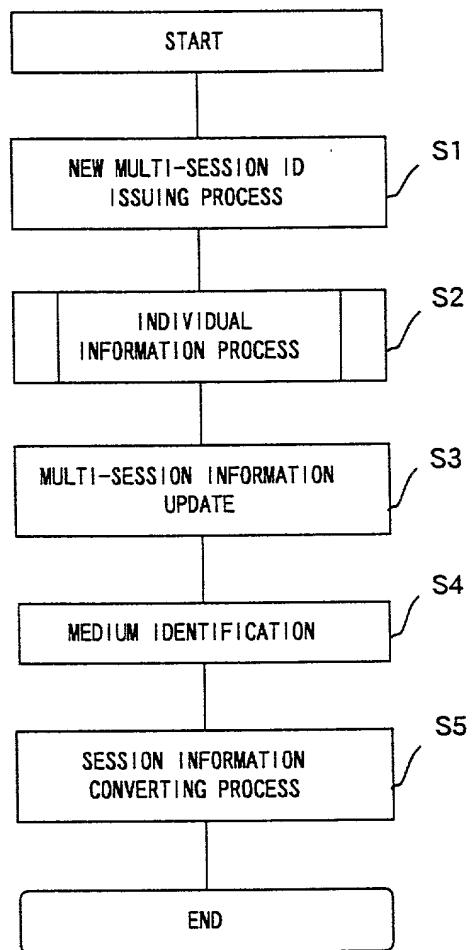


FIG. 6



F I G. 7

MULTI-SESSION ID	USER ID	FINAL ACCESS MEDIUM	ACCESS STARTING DATE AND TIME	FINAL ACCESS DATE AND TIME
A123B456	ABC12345	VOICE	1999/12/01 10:00:00	1999/12/01 10:05:50
A123B789	XYZ12345	EMAIL	1999/12/02 14:12:00	1999/12/02 16:00:00
A123C789	ABC12345	WEB	1999/12/13 17:45:00	1999/12/13 18:00:10

F I G. 8

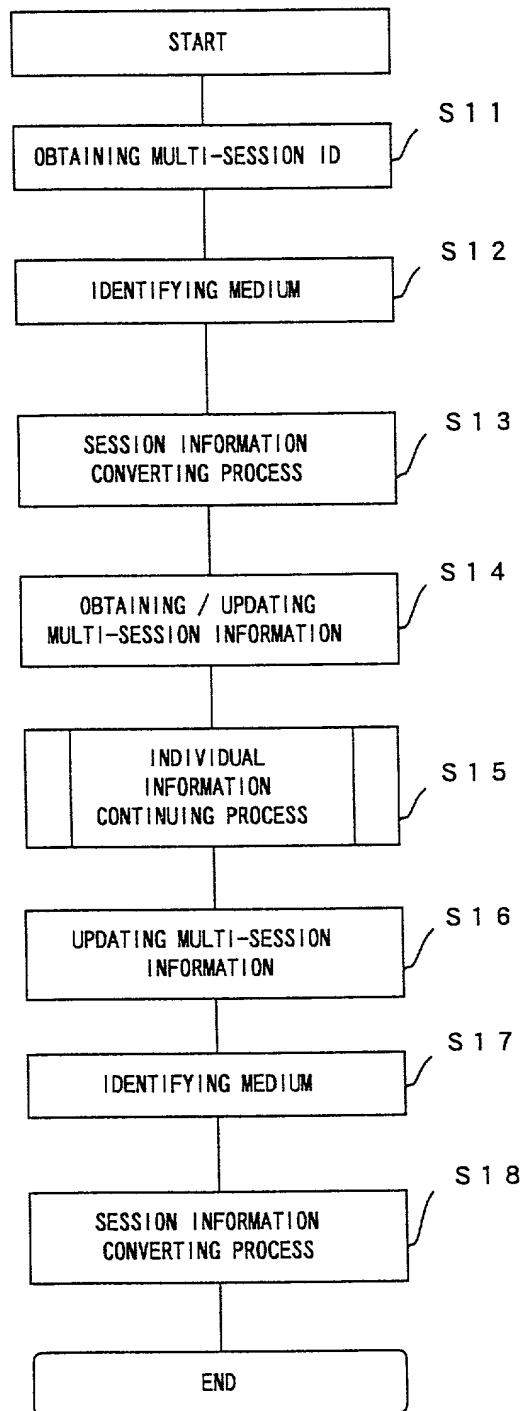
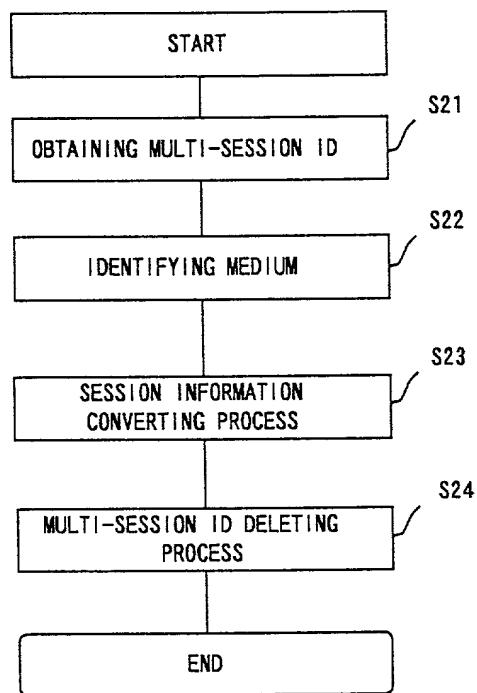


FIG. 9

HISTORY NUMBER	MULTI-SESSION ID	ACCESS MEDIUM	HISTORY DATE AND TIME
01	A123B456	EMAIL	1999/12/01 10:01:30
02	A123B456	VOICE	1999/12/13 10:05:40
01	A123C789	WEB	1999/12/13 17:50:30

F I G. 1 0



F I G. 11

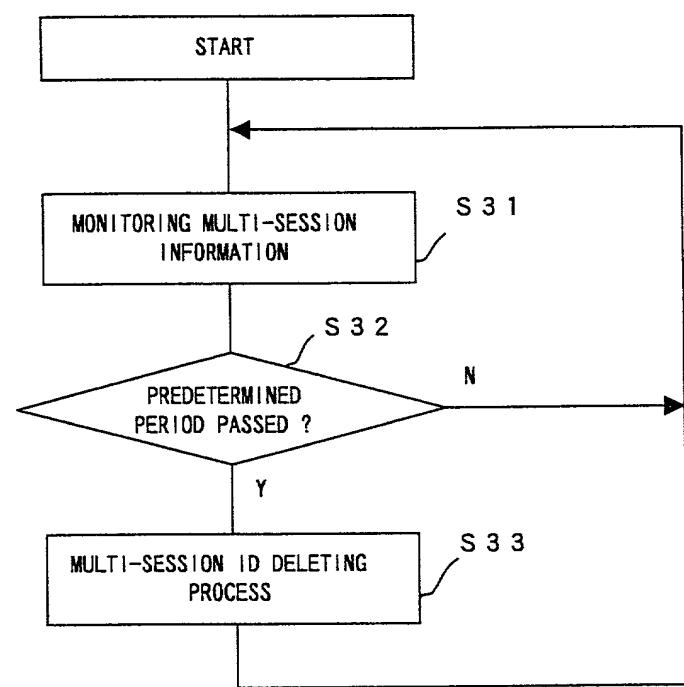


FIG. 12

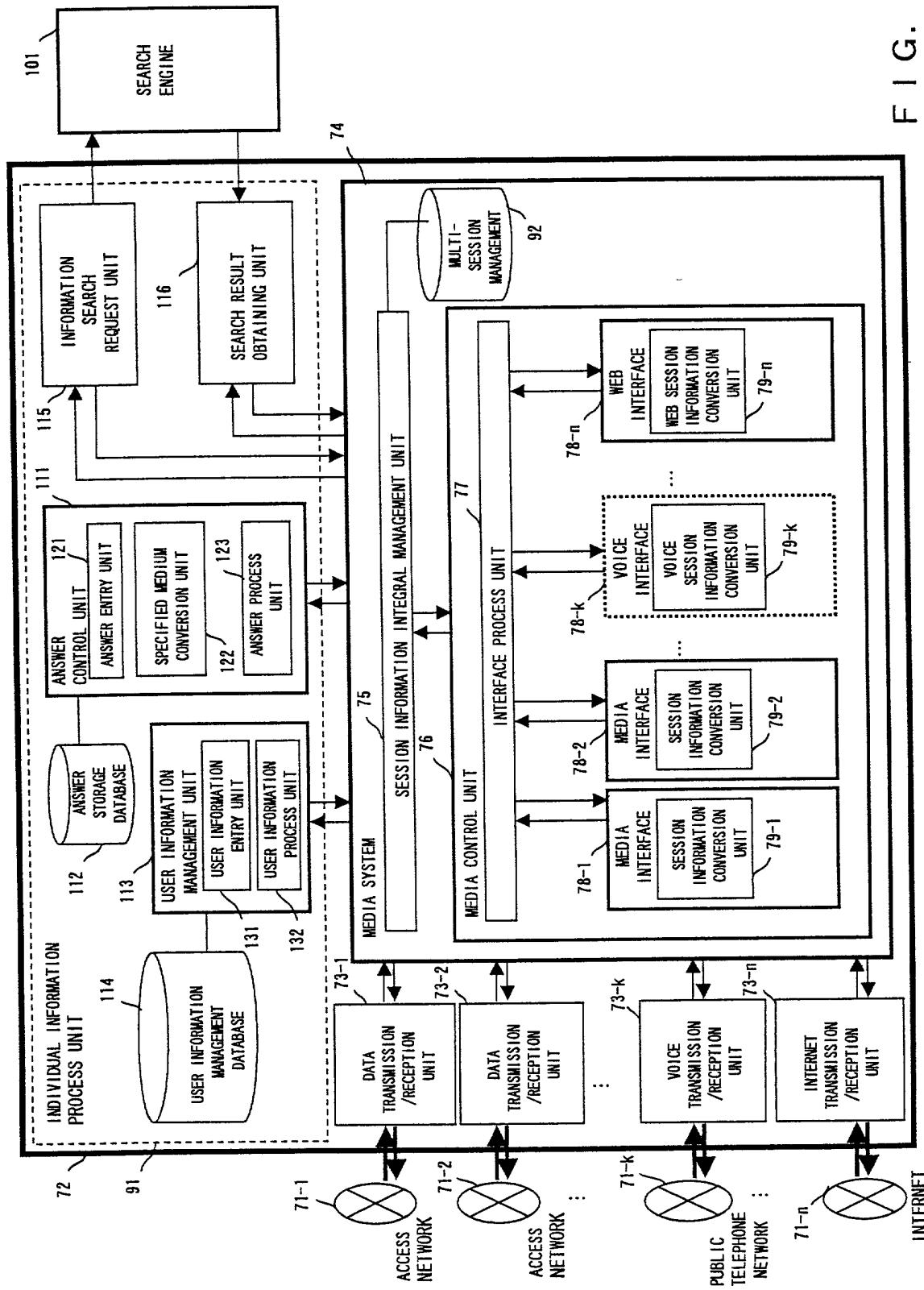


FIG. 13

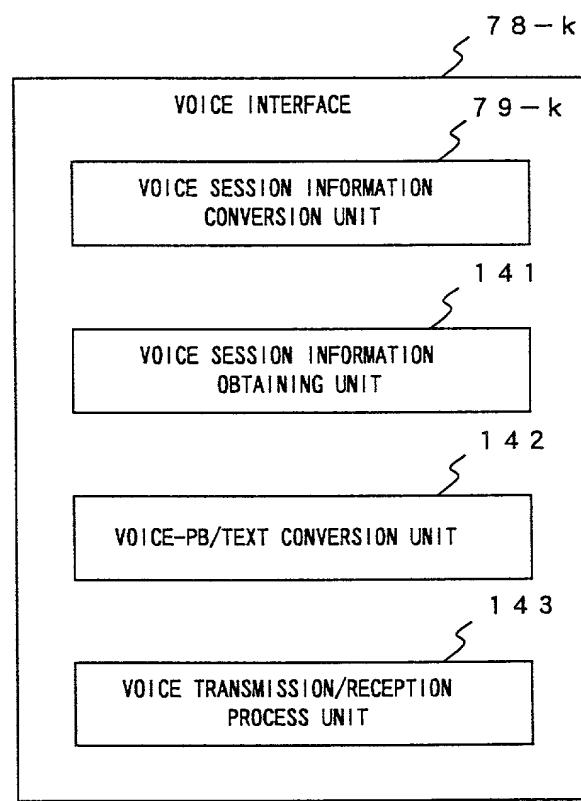


FIG. 14

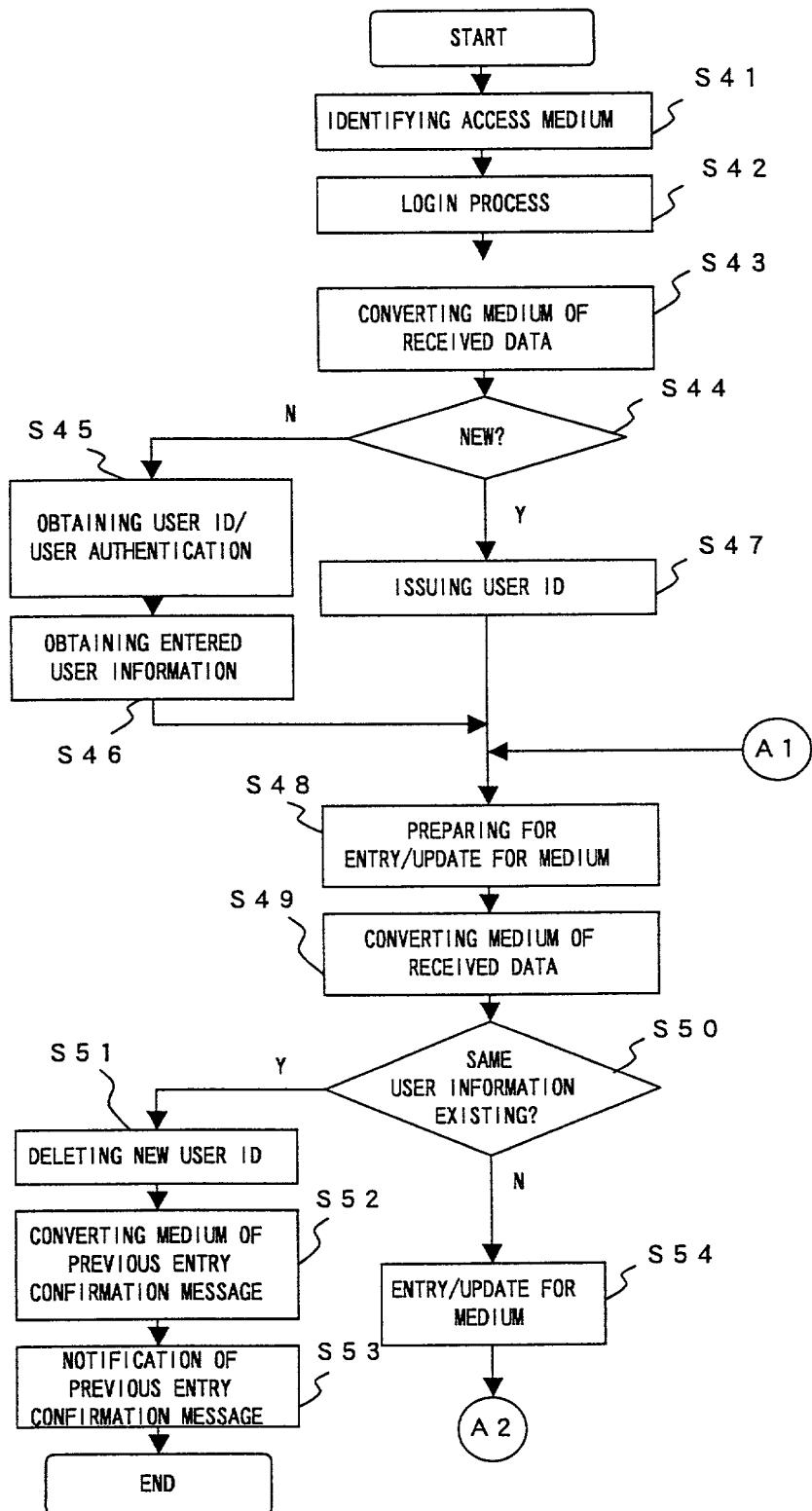


FIG. 15

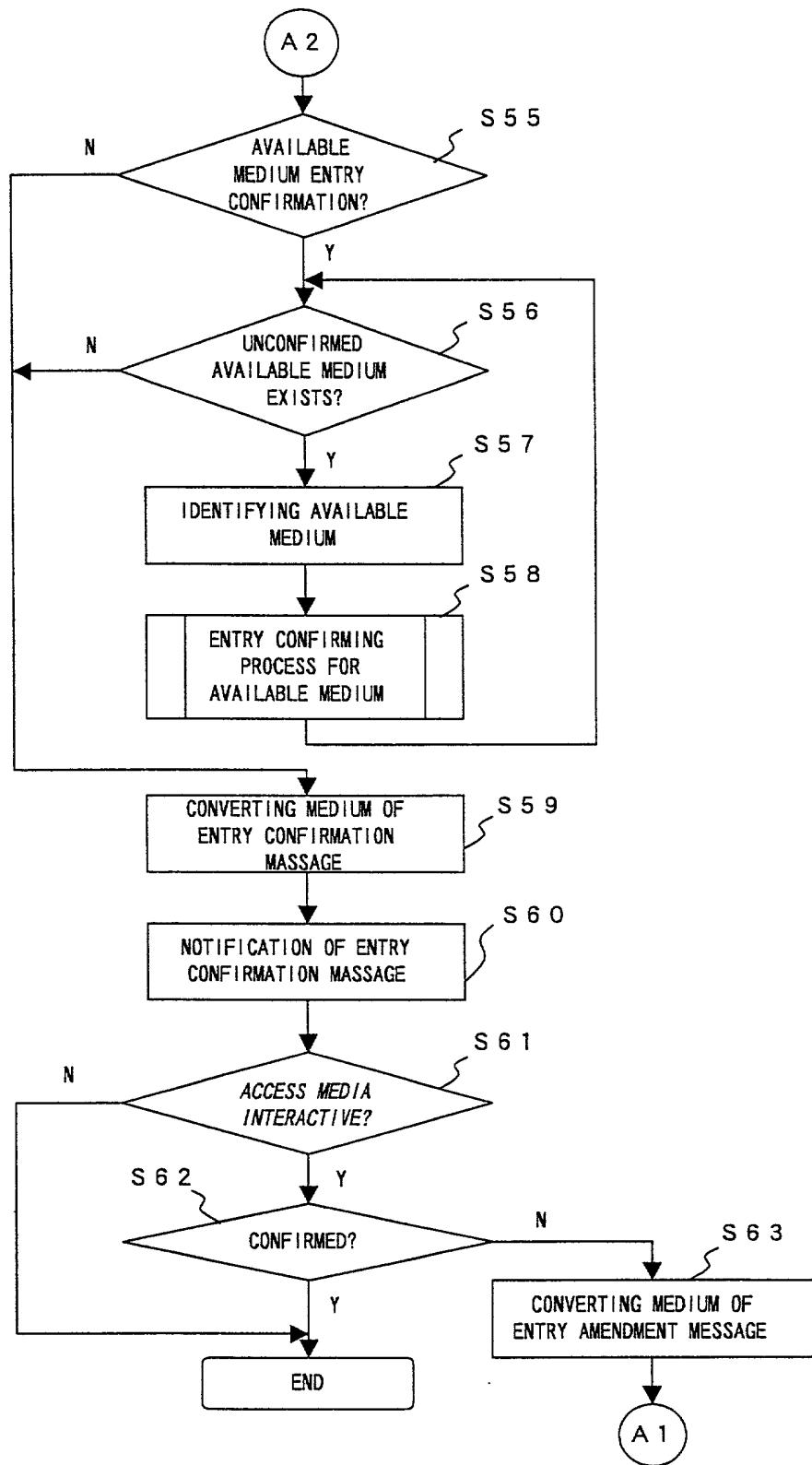


FIG. 16

USER ID	USER NAME	TELEPHONE NUMBER	ADDRESS	E-MAIL ADDRESS
A123B456	TARO YAMADA	012-345-6789	XXXXXX	Yanada@...
XYZ12345	SATONAKA	123-456-7890	YYYYYY	Sattonaka@...

FIG. 17

USER ID	EDIUM	MEDIUM ADDRESS	CONFIRMATION ISSUE DATE AND TIME	AUTHENTICATION INFORMATION
A123B456	EMAIL	yamada@...		
A123B456	WEB			
A123B456	VOICE	012-345-6789	1999/12/14 18:00	
XYZ12345	EMAIL	satoraka@...		

F I G. 18

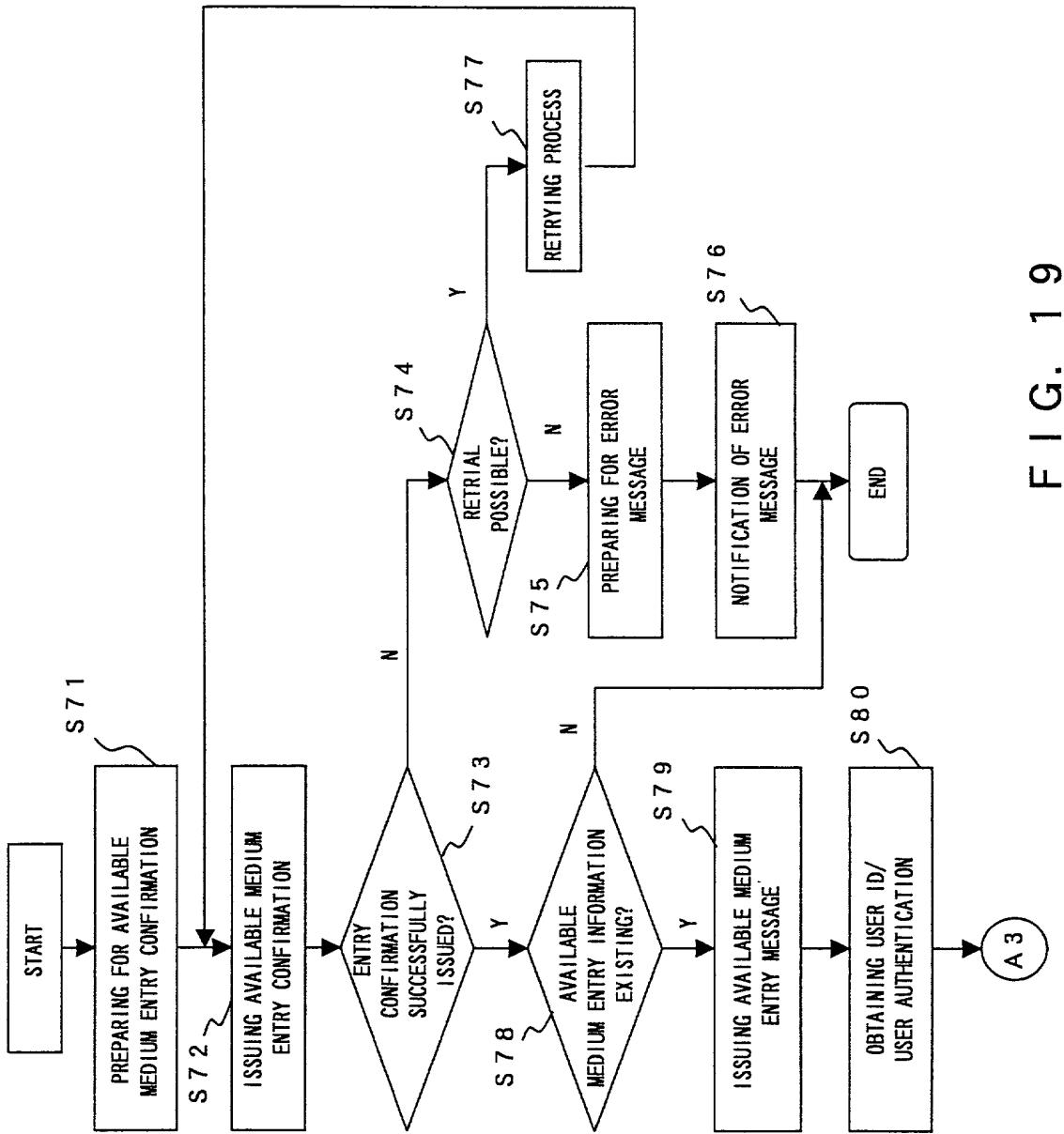


FIG. 19

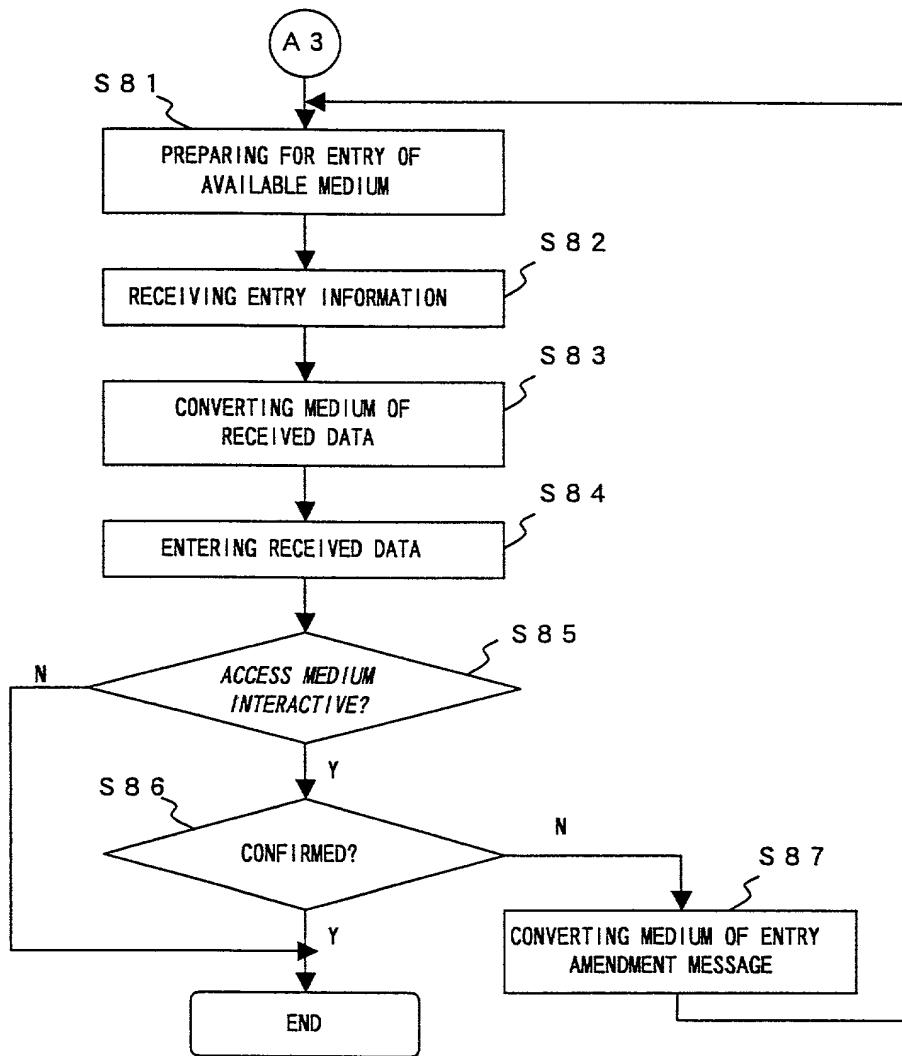


FIG. 20

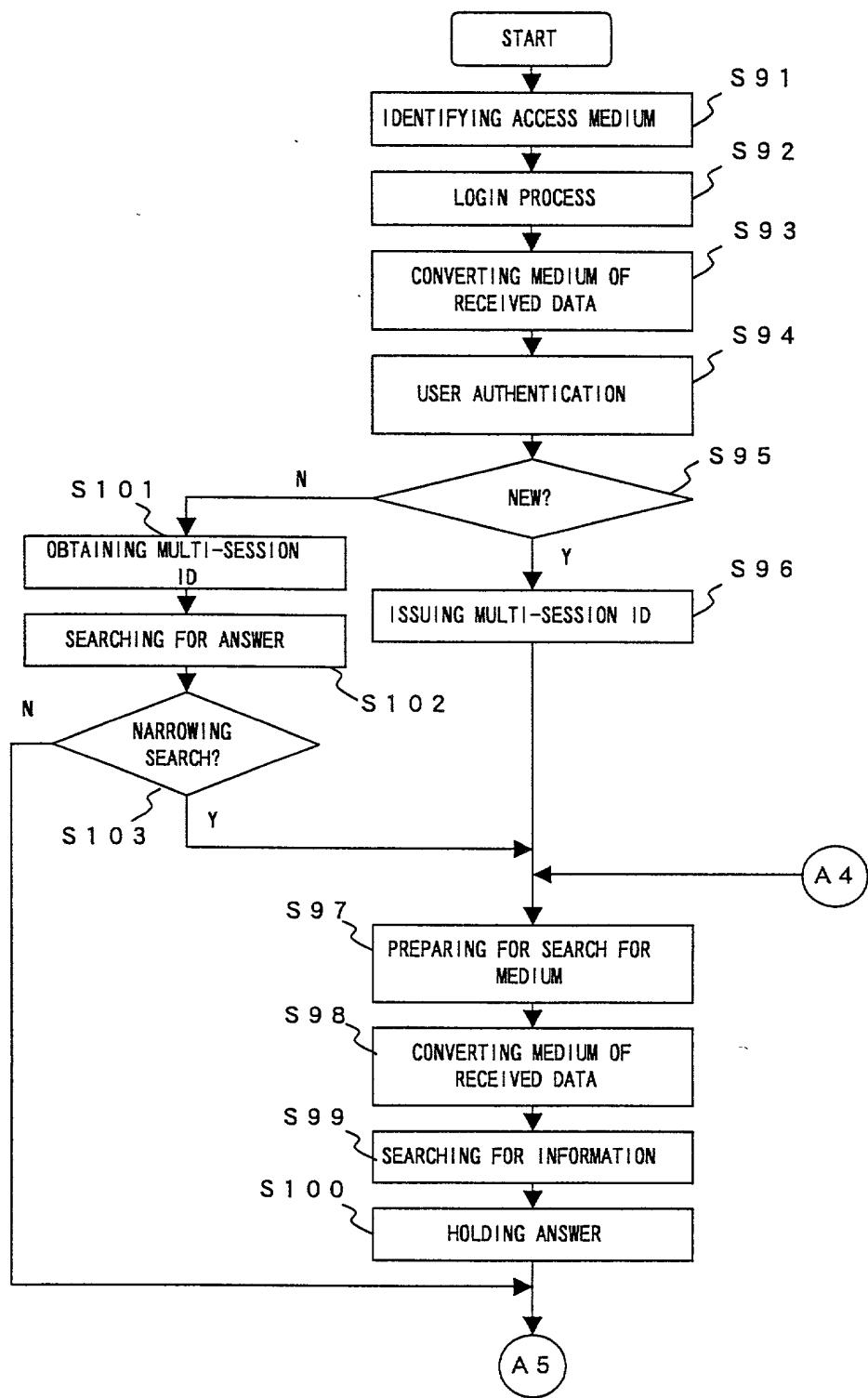


FIG. 21

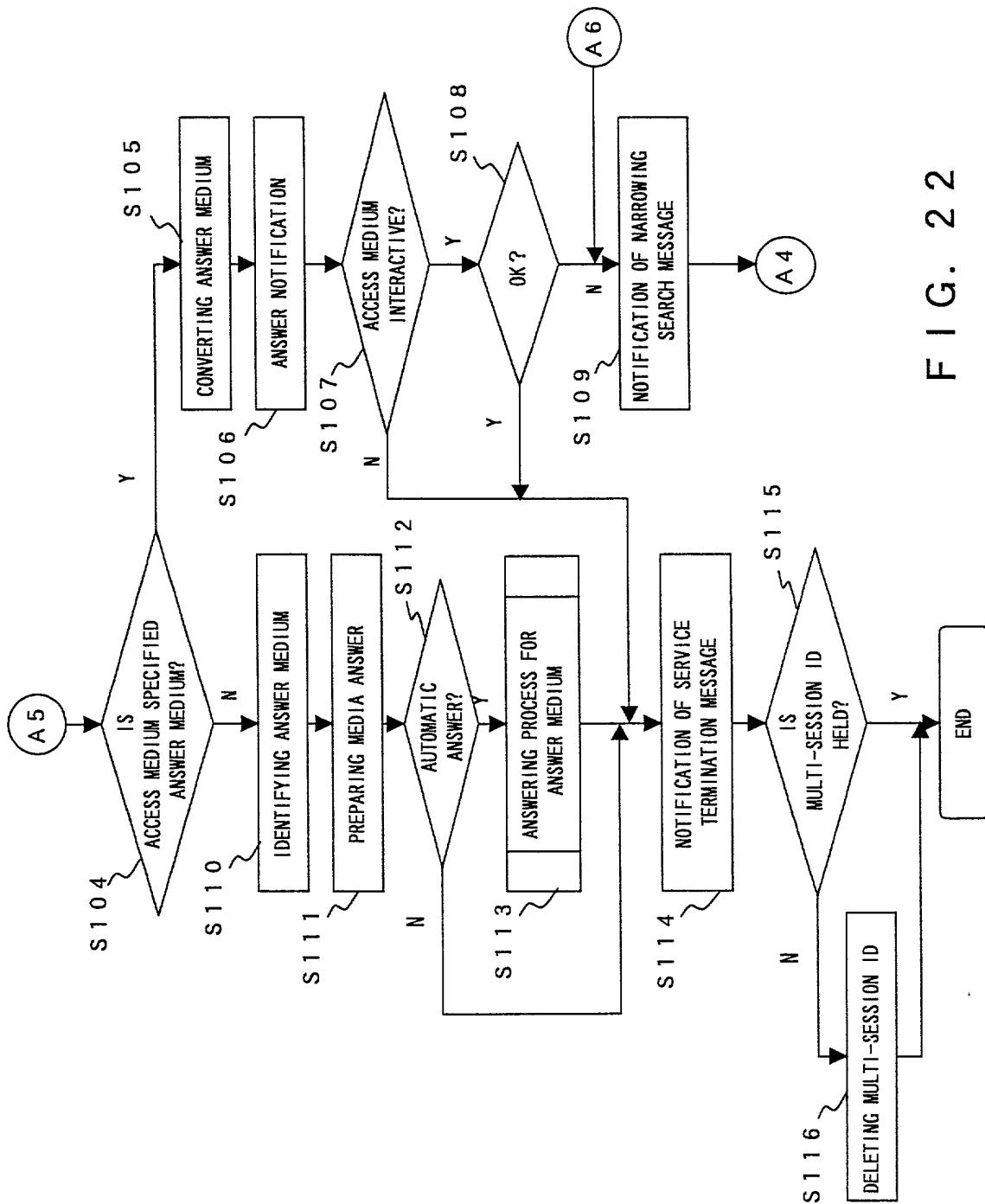


FIG. 22

F I G. 23

MULTI-SESSION ID	USER ID	HISTORY NUMBER	SEARCH CONDITION	ANSWER MEDIUM	AUTOMATIC ANSWER	ANSWER ISSUE DATE AND TIME
A123B456	ABC12345	01	aaa	EMAIL	true	1999/12/01 10:05:50
A123B456	ABC12345	02	aaa and bbb	EMAIL	false	
A123B456	ABC12345	03	aaa and ccc	WEB	false	
A123B789	ABC12345	01	xxxxxx	EMAIL	false	

10 9 8 7 6 5 4 3 2 1

MULTI-SESSION ID	HISTORY NUMBER	ANSWER	LINK
A123B456	01	AAAAAA	http://aaa.yyy.zzz
A123B456	01	BBBBBB	
A123B456	01	CCCCCC	http://ccc.yyy.zzz
A123B456	01	DDDDDD	http://ddd.yyy.zzz

FIG. 24

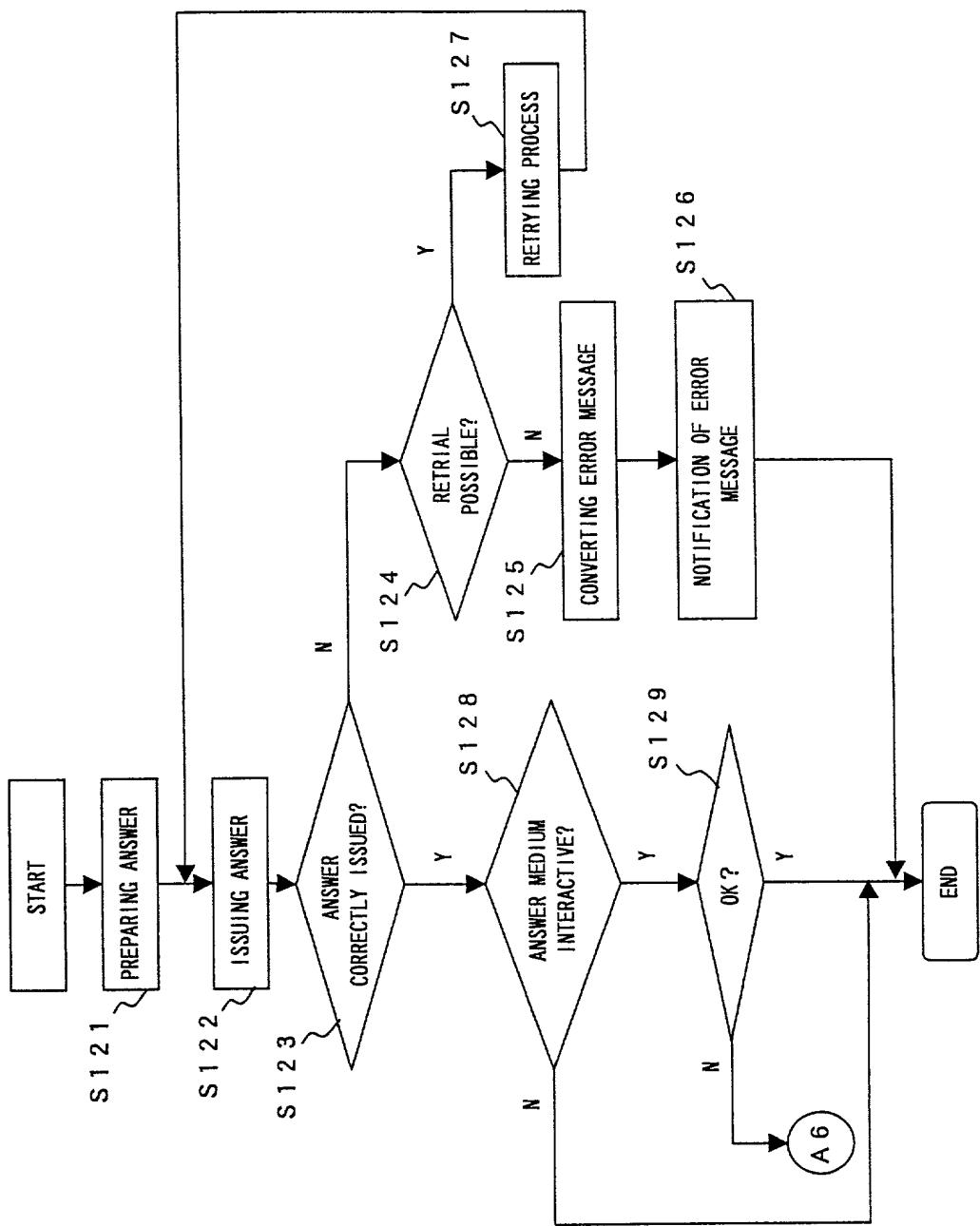


FIG. 25

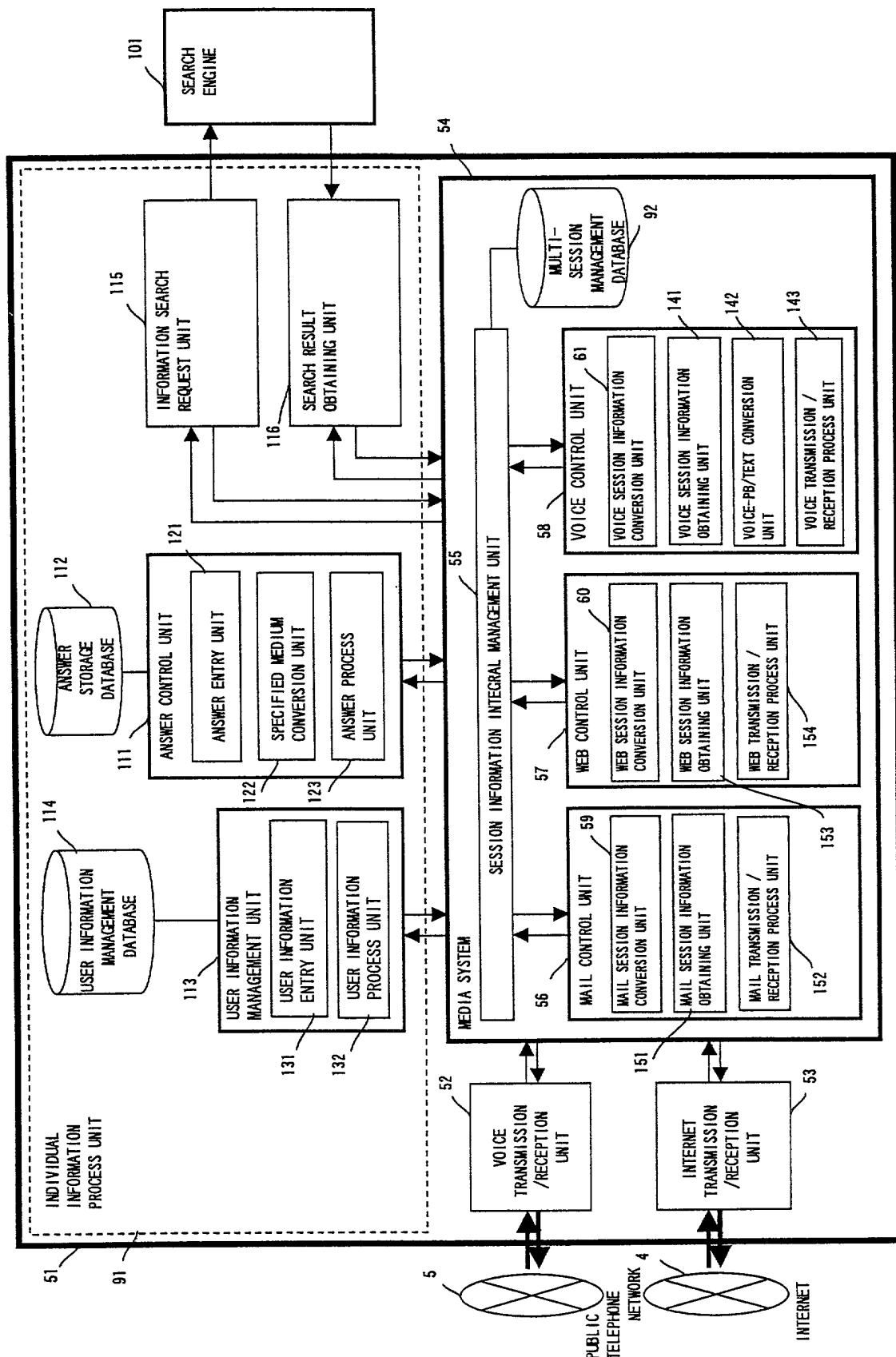


FIG. 26

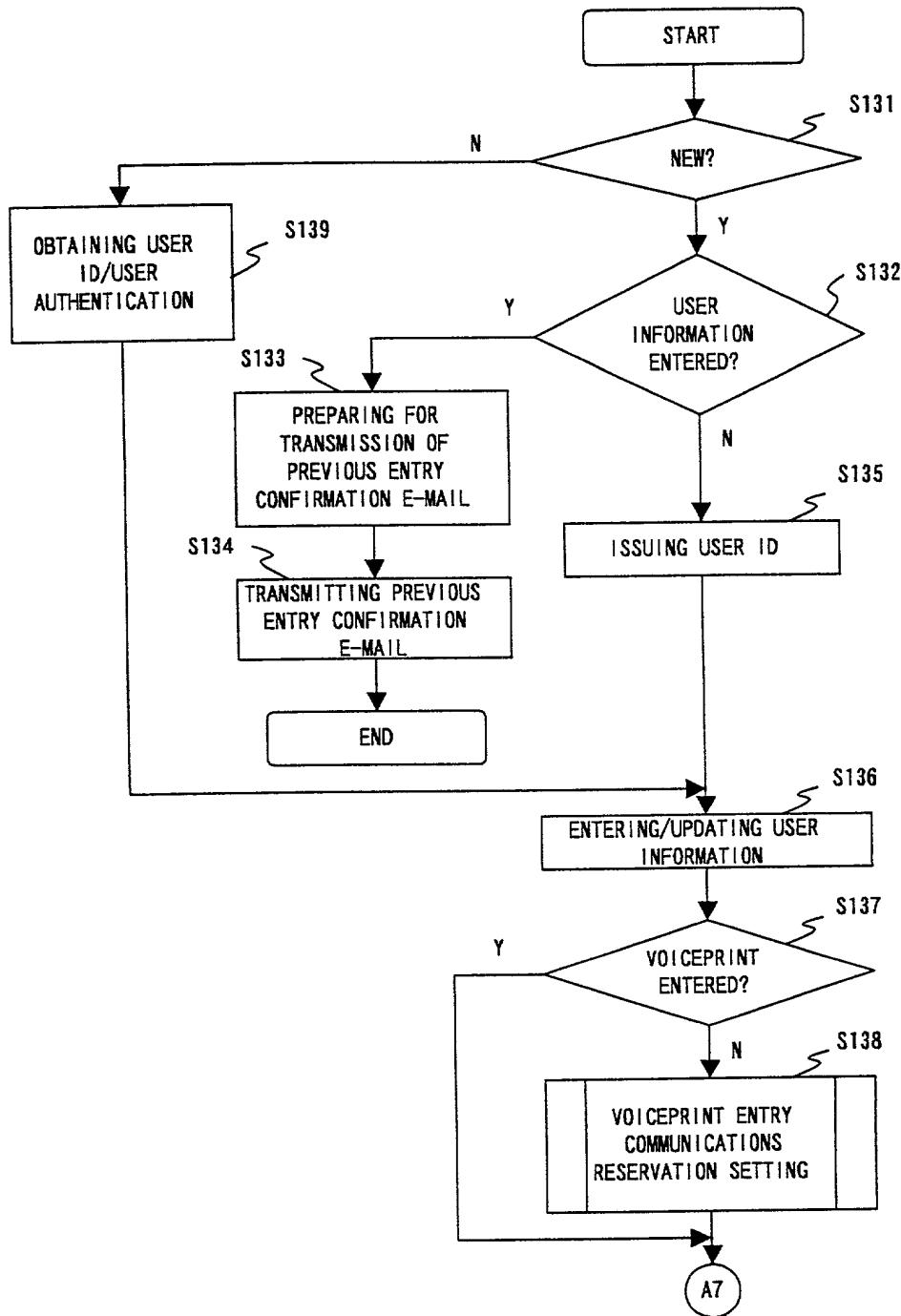


FIG. 27

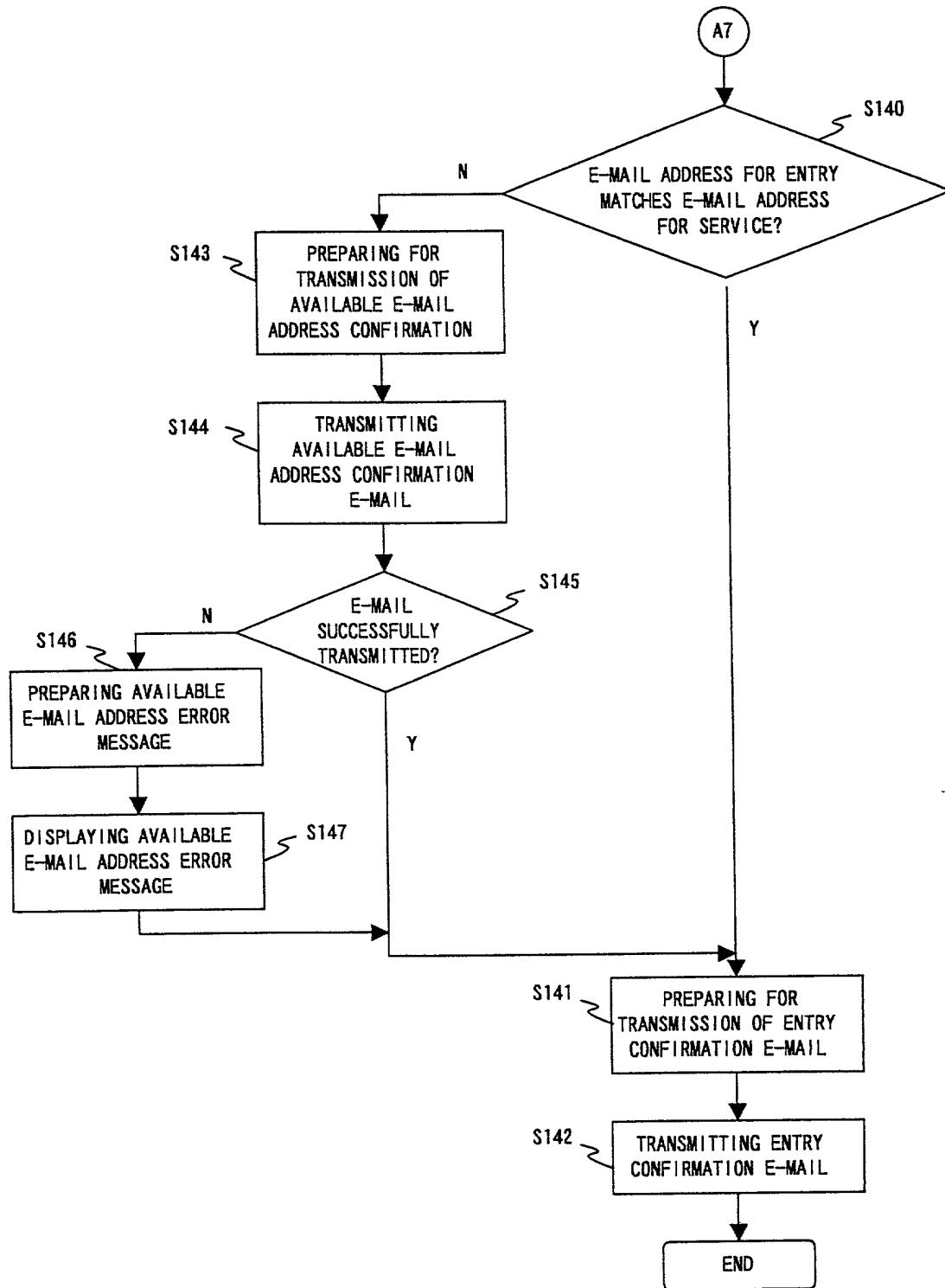


FIG. 28

USER ENTRY FORMAT

TYPE OF ENTRY: NEW ENTRY

USER ID WHEN AMENDMENT ENTRY IS MADE:

USER NAME: TARO YAMADA

DESIRED ENTRY MEDIUM 1: E-MAIL

DESIRED ENTRY MEDIUM 2: WEB

DESIRED ENTRY MEDIUM 3: VOICE

WHEN E-MAIL IS SELECTED AS DESIRED MEDIUM, ENTER ADDRESS.

: yamada@qcs.ts.fujitsu.co.jp

WHEN VOICE IS SELECTED AS DESIRED MEDIUM, ENTER PHONE NUMBER.

: 090-4123-4567

F I G. 2 9

PLURAL MEDIA INFORMATION SEARCH SYSTEM ENTRY NOTIFICATION

DEAR MR. TARO YAMADA,

WE HAVE RECEIVED YOUR ENTRY REQUEST IN OUR SYSTEM, BUT YOU
HAVE ALREADY BEEN ENTERED IN OUR SYSTEM.

PLEASE CONFIRM THAT THE CONTENTS OF THE ENTRY ARE LISTED AS
FOLLOWS.

USER ID: ABC12345

USER NAME: TARO YAMADA

DESIRED ENTRY MEDIUM 1: E-MAIL

DESIRED ENTRY MEDIUM 2: WEB

DESIRED ENTRY MEDIUM 3: VOICE

ENTERED E-MAIL ADDRESS

: yamada@qcs.ts.fujitsu.co.jp

ENTERED TELEPHONE NUMBER

: 090-4123-4567

F I G. 3 0

PLURAL MEDIA INFORMATION SEARCH SYSTEM ENTRY NOTIFICATION

DEAR MR. TARO YAMADA,

WE HAVE RECEIVED YOUR ENTRY REQUEST IN OUR SYSTEM, AND
COMPLETED YOUR ENTRY IN OUR SYSTEM.

PLEASE CONFIRM THAT THE CONTENTS OF THE ENTRY ARE LISTED AS
FOLLOWS.

IF THERE IS ANY ITEM TO BE CORRECTED, PLEASE MAKE AN AMENDMENT
ENTRY.

USER ID: ABC12345

USER NAME: TARO YAMADA

DESIRED ENTRY MEDIUM 1: E-MAIL

DESIRED ENTRY MEDIUM 2: WEB

DESIRED ENTRY MEDIUM 3: VOICE

ENTERED E-MAIL ADDRESS

: yamada@qcs.ts.fujitsu.co.jp

ENTERED TELEPHONE NUMBER

: 090-4123-4567

F I G. 3 1

PLURAL MEDIA INFORMATION SEARCH SYSTEM AVAILABLE E-MAIL ADDRESS
CONFIRMATION MAIL

DEAR MR. TARO YAMADA,

yamada@qcs.ts.fujitsu.co.jp HAS BEEN ENTERED AS YOUR ADDRESS FOR
USE IN THIS SYSTEM.

F I G. 3 2

PLURAL MEDIA INFORMATION SEARCH SYSTEM AVAILABLE E-MAIL
ADDRESS ERROR NOTIFICATION

DEAR MR. TARO YAMADA,
OUR CONFIRMATION MAIL COULD NOT BE NORMALLY
TRANSMITTED TO YOUR E-MAIL ADDRESS
yamada@qcs.ts.fujitsu.co.jp ENTERED BY YOU IN THIS SYSTEM.

PLEASE CONFIRM AND CORRECT YOUR ADDRESS.

F I G. 33

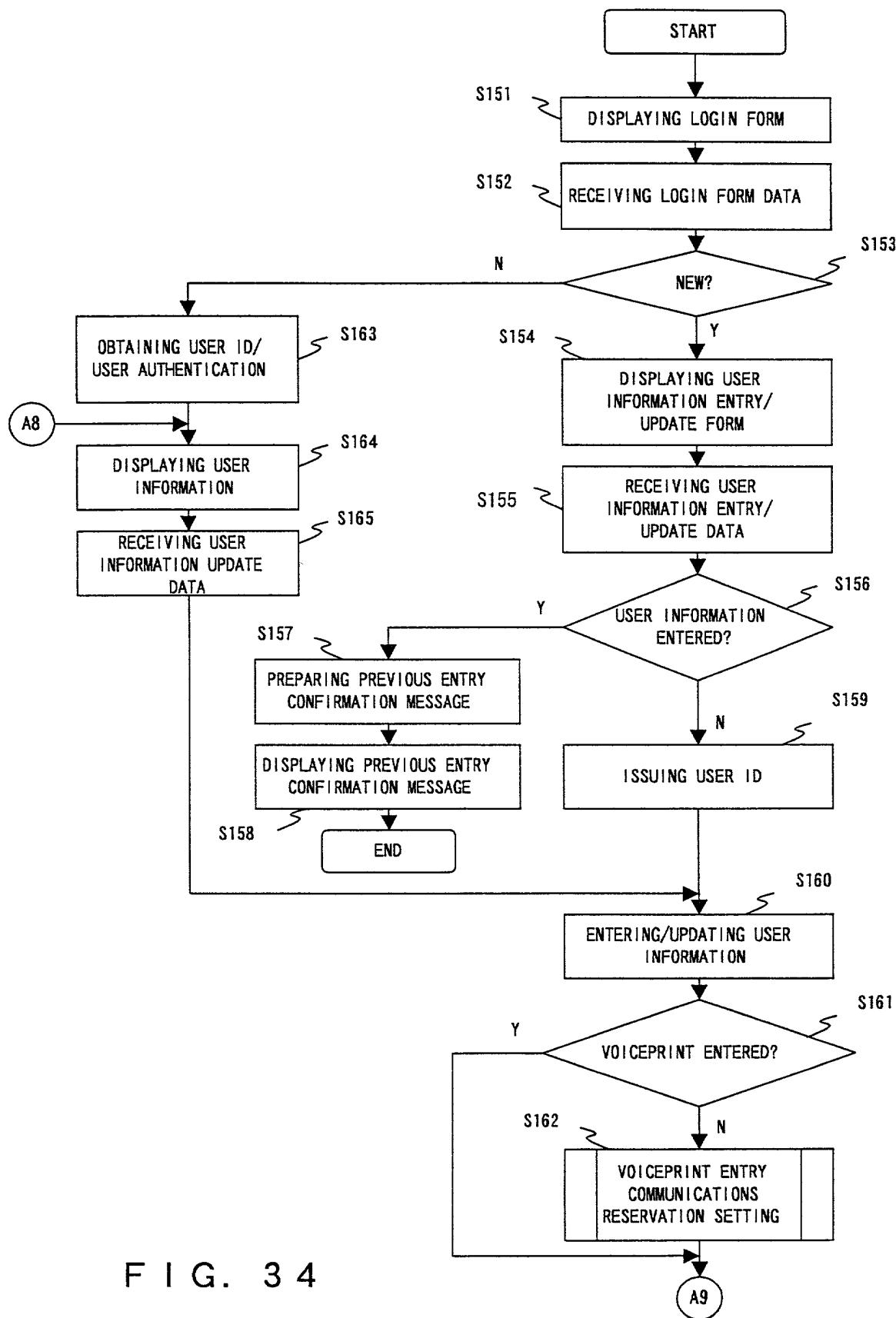


FIG. 34

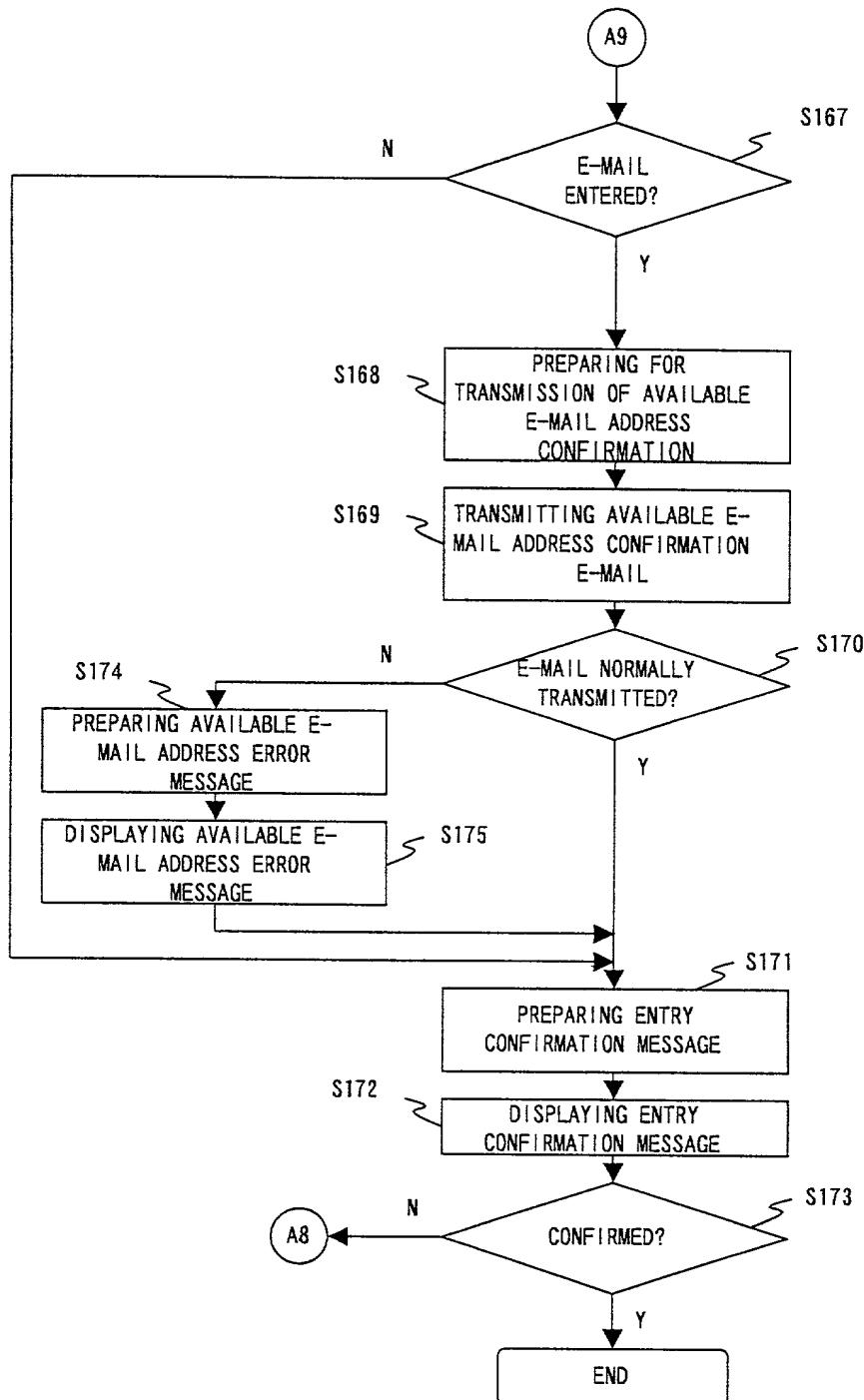


FIG. 35

PLURAL MEDIA INFORMATION SEARCH SYSTEM ENTRY LOGIN FORM	
IN THIS SYSTEM, AN INFORMATION SEARCH SERVICE IS PROVIDED USING E-MAIL, WEB, AND VOICE,	
A NEW MEMBER OF THIS SYSTEM IS TO BE ENTERED BEGINNING WITH 'NEW'.	
AN ENTERED MEMBER WHO REQUESTS TO CORRECT THE CONTENTS OF THE ENTRY IS TO INPUT A USER ID AND A PASSWORD, AND BEGIN WITH 'AMENDMENT'.	
USER ID	<input type="text"/>
PASSWORD	<input type="text"/>
<input type="button" value="NEW"/> <input type="button" value="AMENDMENT"/>	

F I G. 36

PLURAL MEDIA INFORMATION SEARCH SYSTEM ENTRY/UPDATE SCREEN	
ENTER USER INFORMATION.	
USER NAME :	<input type="text"/>
DESIRED ENTRY MEDIUM 1 :	<input type="checkbox"/> E-MAIL
DESIRED ENTRY MEDIUM 2 :	<input type="checkbox"/> WEB
DESIRED ENTRY MEDIUM 3 :	<input type="checkbox"/> E-MAIL <input type="checkbox"/> WEB <input checked="" type="checkbox"/> VOICE <input type="checkbox"/> NONE
ENTERED E-MAIL ADDRESS (ONLY WHEN E-MAIL IS SELECTED AS ENTRY MEDIA) :	
<input type="text"/>	
ENTERED TELEPHONE NUMBER (ONLY WHEN VOICE IS SELECTED AS ENTRY MEDIA) :	
<input type="text"/>	
<input type="button" value="TRANSMISSION"/>	

F I G. 37

PLURAL MEDIA INFORMATION SEARCH SYSTEM
ENTRY/CONFIRMATION SCREEN

DEAR MR. TARO YAMADA,

WE HAVE RECEIVED YOUR ENTRY REQUEST IN OUR SYSTEM,
AND COMPLETED YOUR ENTRY IN OUR SYSTEM.

PLEASE CONFIRM THAT THE CONTENTS OF THE ENTRY ARE
LISTED AS FOLLOWS.

IF THERE IS ANY ITEM TO BE CORRECTED, PLEASE MAKE
AN AMENDMENT ENTRY.

USER ID : ABC12345

USER NAME: TARO YAMADA

DESIRED ENTRY MEDIUM 1: E-MAIL

DESIRED ENTRY MEDIUM 2: WEB

DESIRED ENTRY MEDIUM 3: VOICE

ENTERED E-MAIL ADDRESS

: yamada@qcs.ts.fujitsu.co.jp

ENTERED TELEPHONE NUMBER

: 090-4123-4567

AMENDMENT

F I G. 38

PLURAL MEDIA INFORMATION SEARCH SYSTEM CORRECTION SCREEN

DEAR MR. TARO YAMADA,
YOU HAVE BEEN ENTERED AS FOLLOWS.
PLEASE CHECK THE PORTION TO BE CORRECTED, AND
ENTER CORRECTED ITEMS.

USER ID: ABC12345

DESIRED ENTRY MEDIUM 1: E-MAIL

DESIRED ENTRY MEDIUM 2: WEB

DESIRED ENTRY MEDIUM 3:

E-MAIL	▼
WEB	■
VOICE	□
NONE	□

ENTERED E-MAIL ADDRESS: yamada@qcs.ts.fujitsu.co.jp

ENTERED TELEPHONE NUMBER: 090-4123-4567

F I G. 3 9

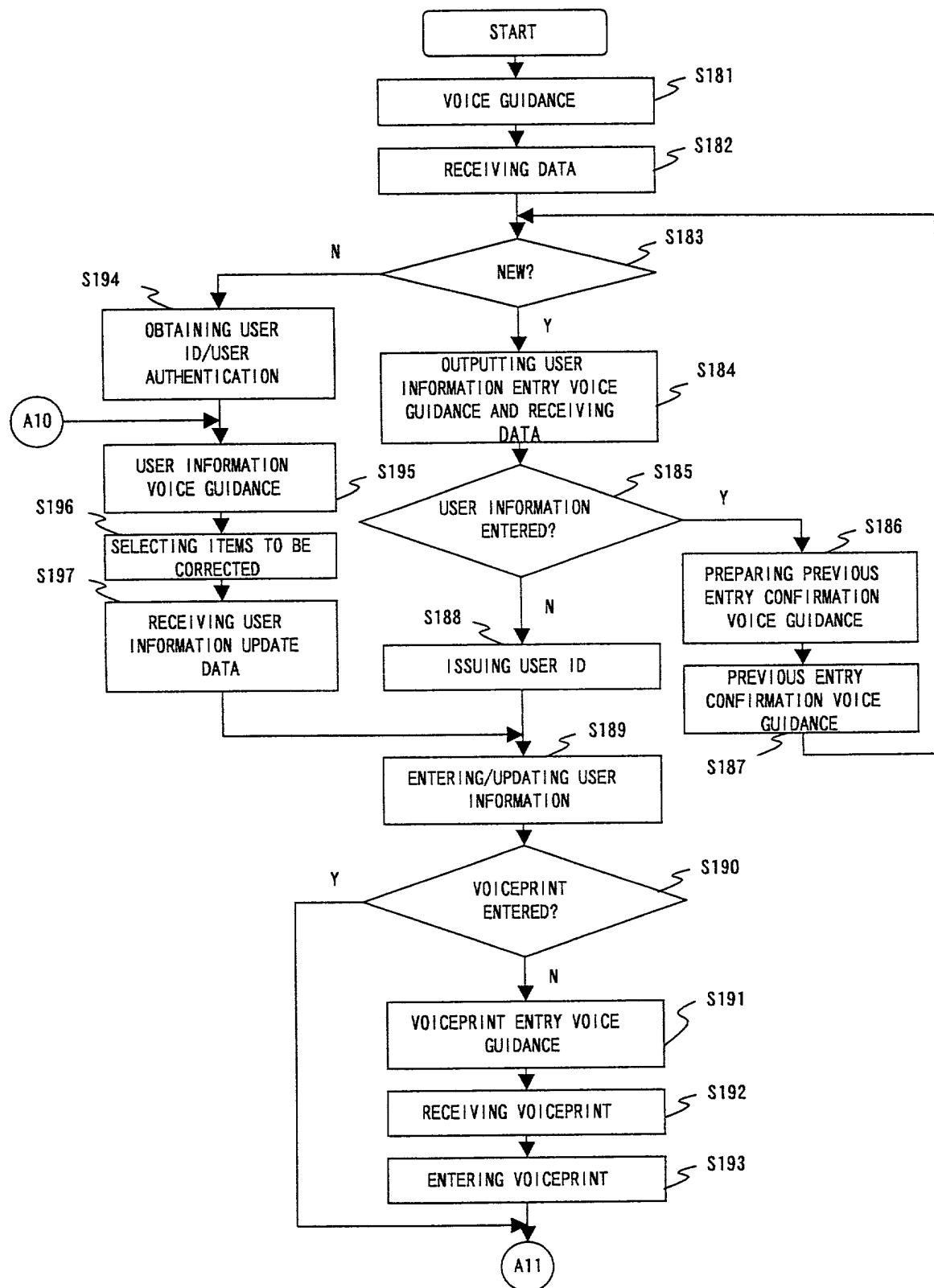


FIG. 40

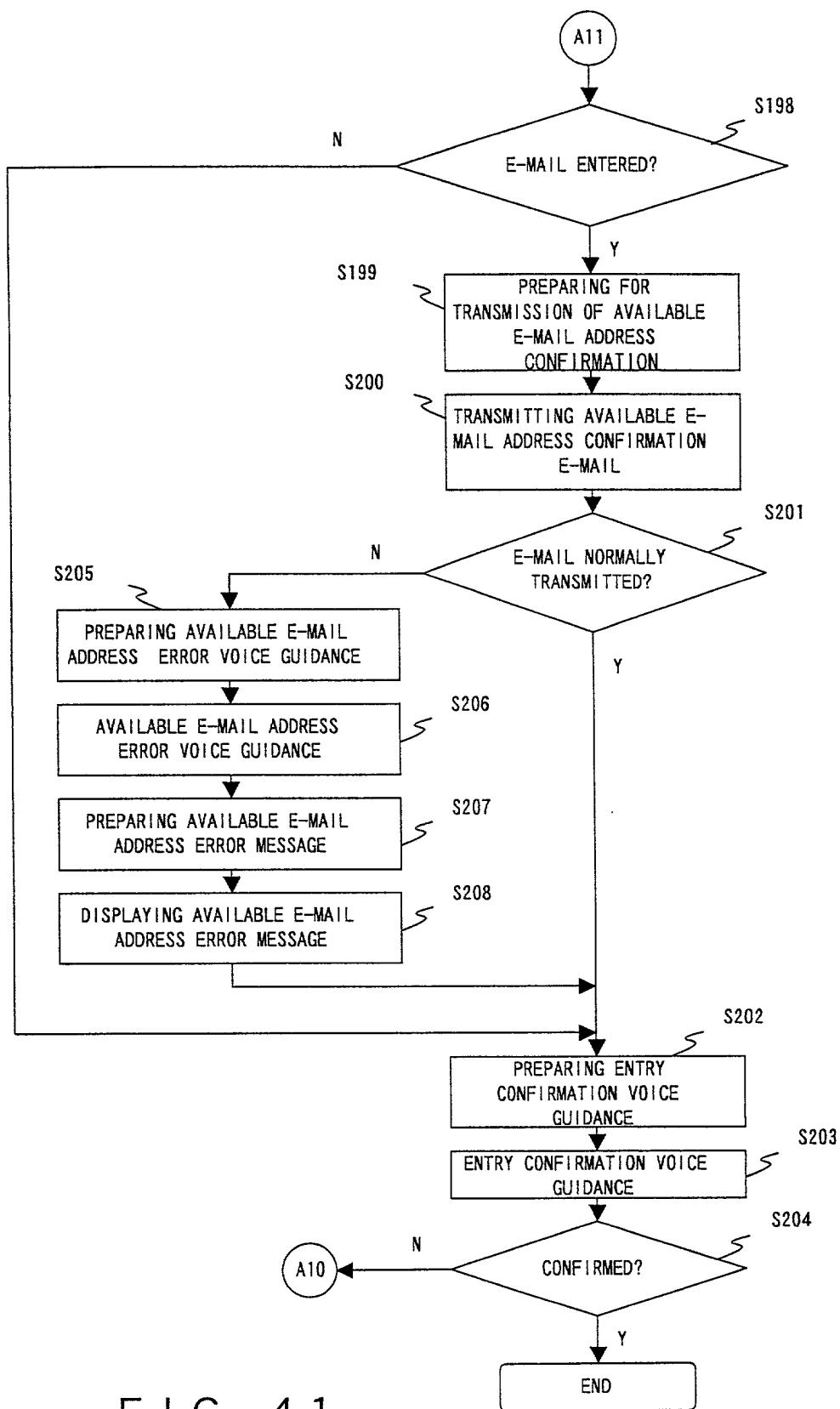
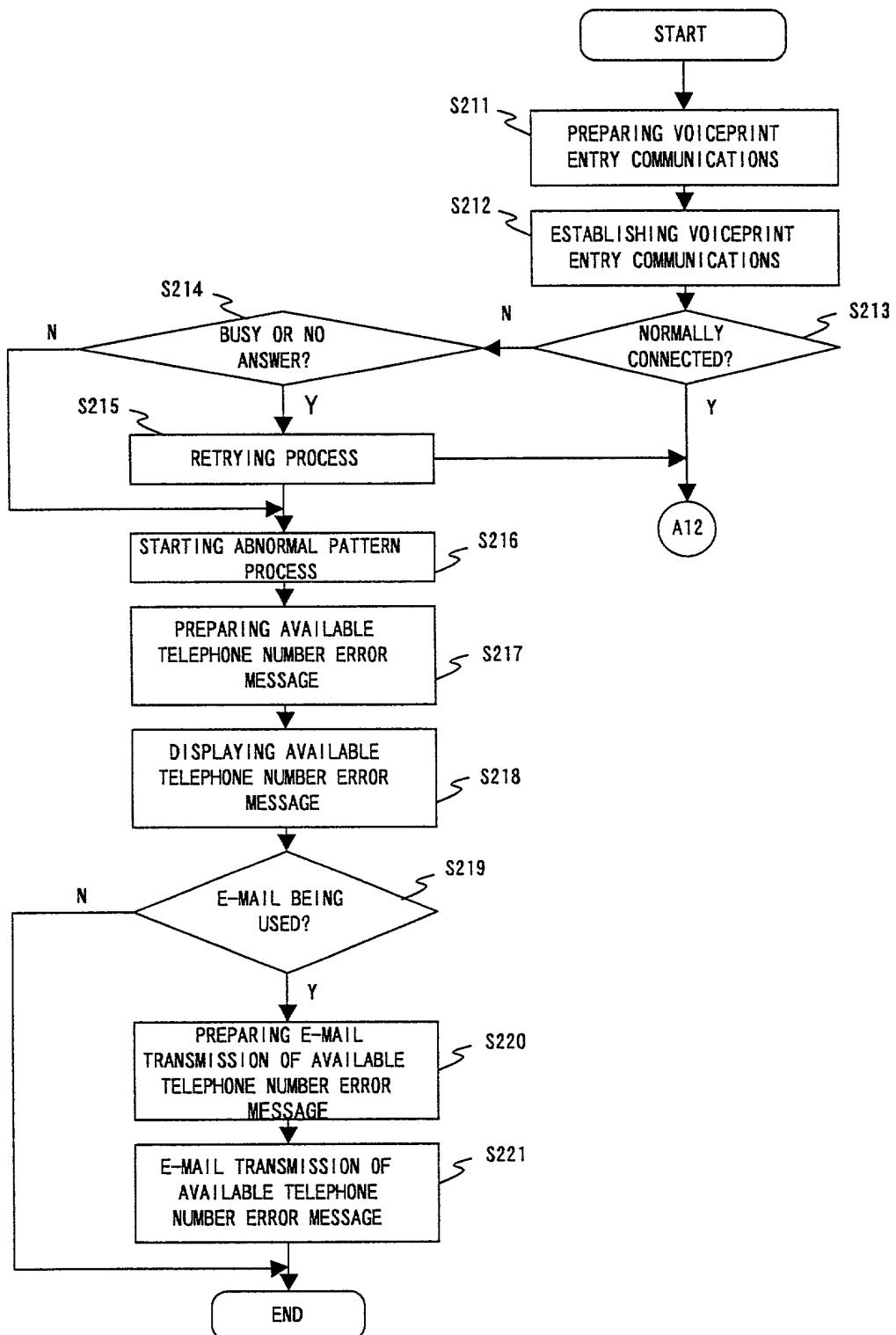


FIG. 41



F I G. 4 2

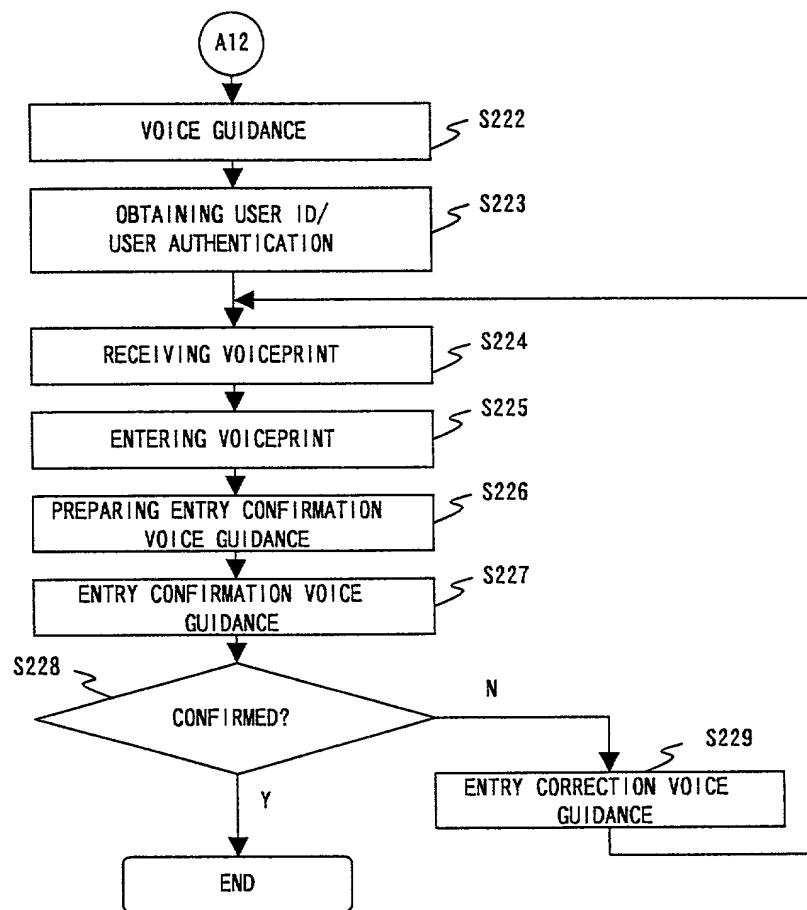


FIG. 43

PLURAL MEDIA INFORMATION SEARCH SYSTEM AVAILABLE TELEPHONE
NUMBER ERROR NOTIFICATION

DEAR MR. TARO YAMADA,
WE COULD NOT CALL YOU UP USING THE TELEPHONE NUMBER
090-4123-4567 YOU HAVE ENTERED IN THIS SYSTEM.

PLEASE CONFIRM AND CORRECT YOUR TELEPHONE NUMBER.

F I G. 4 4

PLURAL MEDIA INFORMATION SEARCH SYSTEM AVAILABLE TELEPHONE
NUMBER ERROR NOTIFICATION

DEAR MR. TARO YAMADA,

WE COULD NOT CALL YOU UP USING THE TELEPHONE NUMBER
090-4123-4567 YOU HAVE ENTERED IN THIS SYSTEM.

PLEASE CONFIRM AND CORRECT YOUR TELEPHONE NUMBER.

F I G. 45

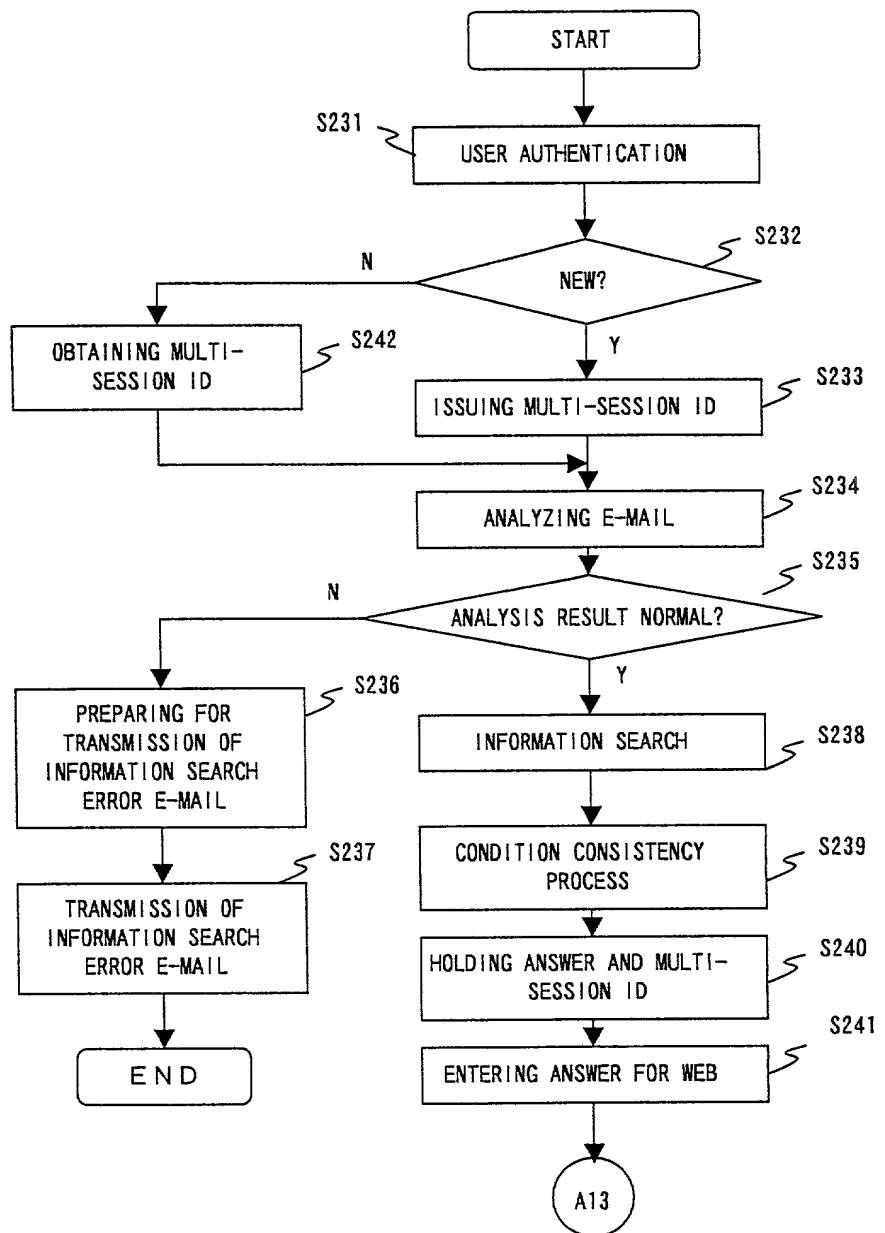


FIG. 46

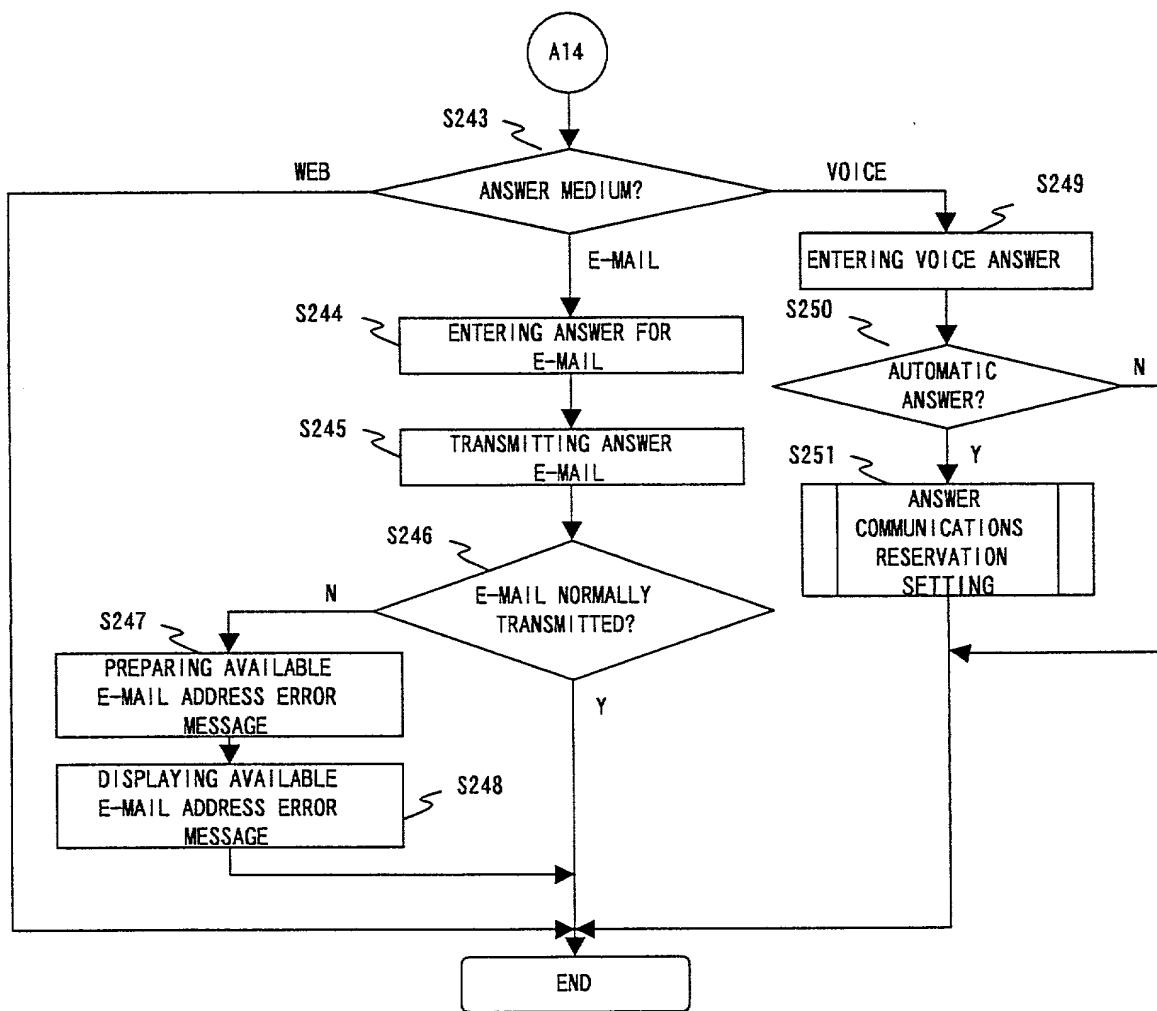


FIG. 47

SEARCH FORMAT

ENTRY TYPE: NEW SEARCH

USER ID: ABC12345

PASSWORD: *****

MULTI-SESSION ID FOR CONTINUATION/NARROWING SEARCH:

HISTORY NUMBER:

SEARCH CONDITION: MOVIE

RESULT OBTAINING METHOD: VOICE NOTIFICATION SYSTEM

F I G. 4 8

PLURAL MEDIA INFORMATION SEARCH SYSTEM SEARCH CONDITION EXTRACTION ERROR
NOTIFICATION

DEAR MR. TARO YAMADA,

WE HAVE RECEIVED YOUR SEARCH REQUEST AT *** ON ***, BUT CANNOT FIND
THE SEARCH CONDITION IN YOUR MAIL. PLEASE ENTER YOUR SEARCH CONDITION
AGAIN, AND RE-TRANSMIT YOUR MAIL TO THIS SYSTEM.

F I G. 4 9

PLURAL MEDIA INFORMATION SEARCH SYSTEM SEARCH RESULT

DEAR MR. TARO YAMADA,

WE HAVE RECEIVED YOUR SEARCH REQUEST AT *** ON ***, AND SEND THE SEARCH RESULT TO YOU.

NARROWING CONDITION:

MULTI-SESSION ID: A123B456

HISTORY NUMBER: 01

SEARCH RESULT: 30

SEARCH CONDITION: MOVIE

1. www.aaa_movie.co.jp/****/****/****
LIST OF NEW YEAR MOVIES OF AAA CINEMA COMPANY
2. www.bmagazine.co.jp/movie/****/****
INTRODUCTION OF MOVIES OF THIS MONTH IN B MAGAZINE
3. www.C_provider.co.jp/personal/dddd/****
DDDD'S PERSONAL INFORMATION ABOUT MOVIES
4.
.....
.....

F I G. 5 0

PLURAL MEDIA INFORMATION SEARCH SYSTEM SEARCH RESULT

DEAR MR. TARO YAMADA,

WE HAVE RECEIVED YOUR SEARCH REQUEST AT *** ON ***, AND SEND THE
SEARCH RESULT TO YOU.

NARROWING CONDITION: THIS MONTH

MULTI-SESSION ID: A123B456

HISTORY NUMBER: 04

SEARCH RESULT: 1

SEARCH CONDITION: MOVIE, ACTION, JAPANESE MOVIES, THIS MONTH

1. www.bmagazine.co.jp/movie/****/****

.....

FIG. 51

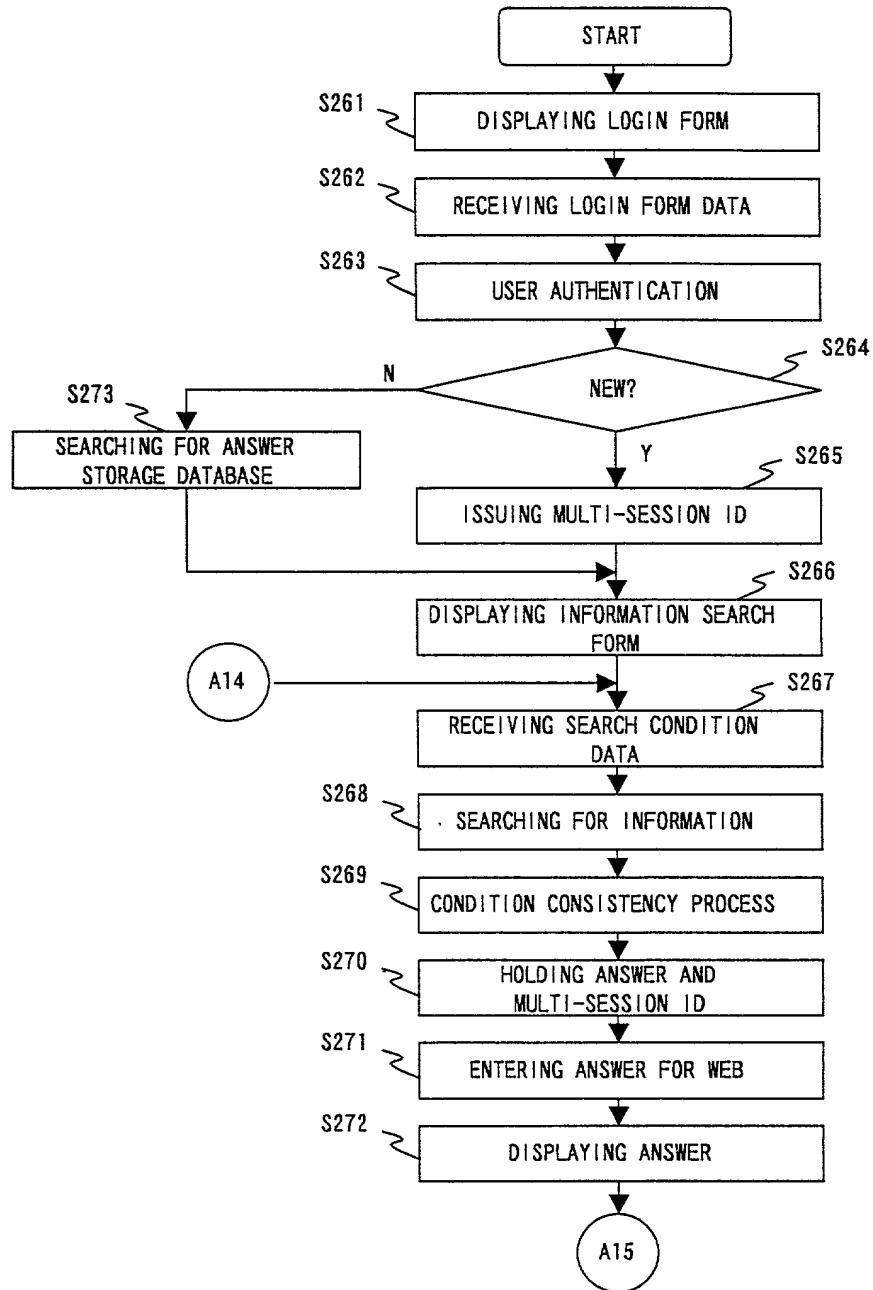
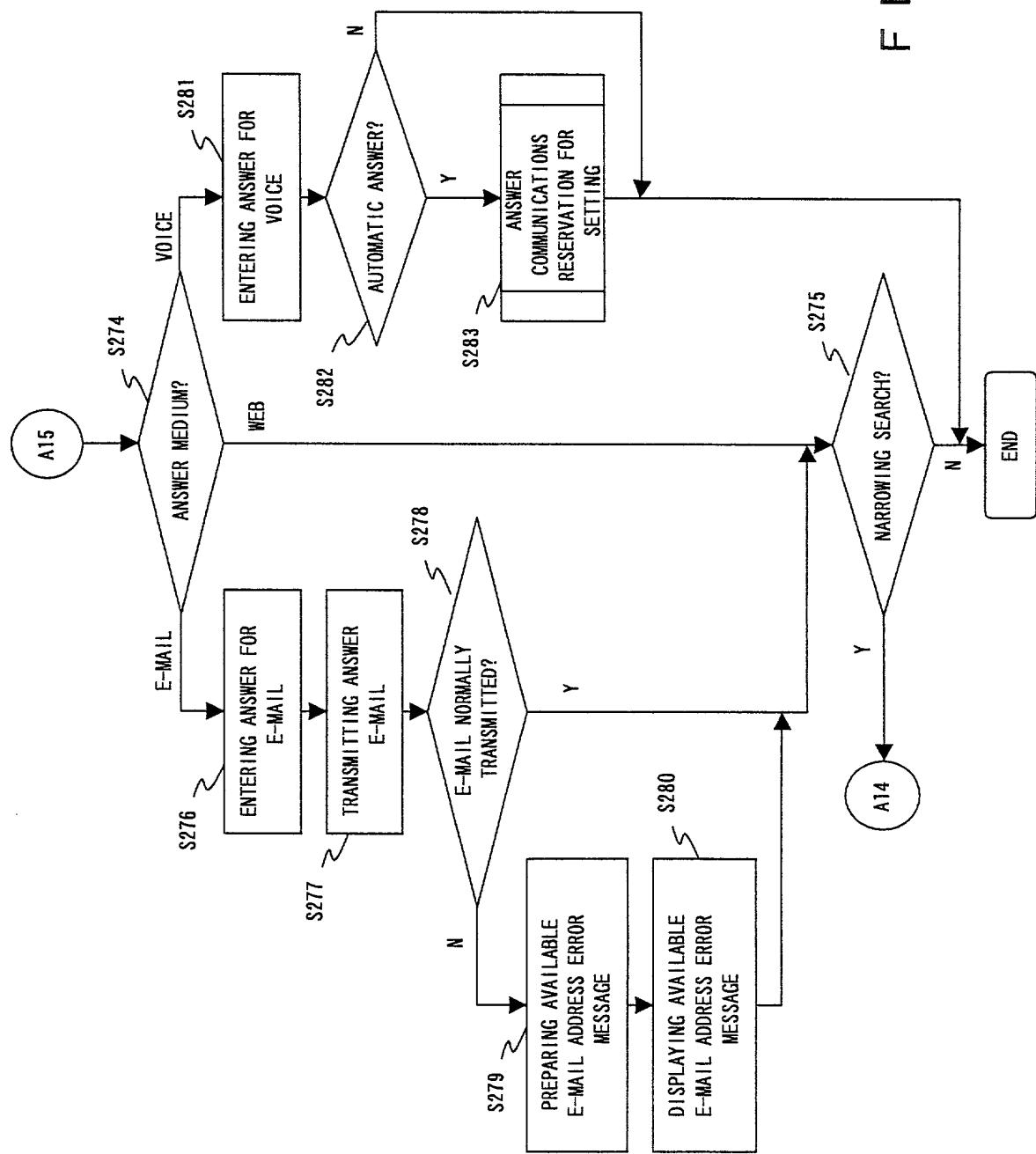


FIG. 52



F I G. 5 3

PLURAL MEDIA INFORMATION SEARCH SYSTEM SEARCH LOGIN FORM

IN THIS SYSTEM, AN INFORMATION SEARCH SERVICE IS PROVIDED
USING E-MAIL, WEB, AND VOICE,

A NEW MEMBER OF THIS SYSTEM IS TO BE NEWLY ENTERED BEGINNING
WITH 'ENTRY LOGIN FORM'.

AN ENTERED MEMBER WHO HAS ALREADY USED THIS SYSTEM IS
REQUESTED TO INPUT THE USER ID, THE PASSWORD, AND THE NEW SEARCH OR
CONTINUATION/NARROWING SEARCH, AND LOGIN.

USER ID

PASSWORD

NEW SEARCH

CONTINUATION/NARROWING SEARCH

F I G. 5 4

PLURAL MEDIA INFORMATION SEARCH SYSTEM NEW SEARCH

USER ID : ABC12345

CONDITION INPUT :

ANSWER MEDIUM :

TRANSMISSION

F I G. 5 5

PLURAL MEDIA INFORMATION SEARCH SYSTEM
CONTINUATION/NARROWING SEARCH

USER ID : ABC12345

SESSION ID : A123B456

HISTORY NUMBER : 04

* INPUT IMMEDIATELY AFTER PAST HISTORY

CONDITION INPUT :

MOVIE, ACTION, JAPANESE MOVIE,
THIS MONTH

TRANSMISSION

ANSWER MEDIUM :

WEB

CURRENT NUMBER OF SEARCH RESULTS : 1

1. www.bmagazine.co.jp/movie/****/****
INTRODUCTION OF MOVIES OF THIS MONTH IN B MAGAZINE

F I G. 5 6

PLURAL MEDIA INFORMATION SEARCH SYSTEM
CONTINUATION/NARROWING SEARCH

USER ID : ABC12345

/MULTI-SESSION ID LIST/

MULTI-SESSION ID	HISTORY NUMBER	SEARCH CONDITION	SEARCH RESULT
<u>A123B456</u>	<u>01</u>	MOVIE	30
	<u>02</u>	ACTION	10
	<u>03</u>	JAPANESE MOVIE	5
<u>A123B789</u>	<u>01</u>	SPORTS	120
	<u>02</u>	SOCCER	40
	<u>03</u>	J LEAGUE	10
	<u>04</u>	WATCHING A MATCH	5
<u>A234B567</u>	<u>01</u>	TOUR & OCEANIA	111
	<u>02</u>	AUSTRALIA	20

F I G. 5 7

PLURAL MEDIA INFORMATION SEARCH SYSTEM
CONTINUATION/NARROWING SEARCH

USER ID : ABC12345

SESSION ID : A123B456
HISTORY NUMBER : 03

* INPUT IMMEDIATELY AFTER PAST HISTORY

CONDITION INPUT :

MOVIE, ACTION, JAPANESE MOVIE

TRANSMISSION

ANSWER MEDIUM : WEB

CURRENT NUMBER OF SEARCH RESULTS : 30

1. www.bmagazine.co.jp/movie/****/****
LIST OF NEW YEAR MOVIES OF AAA CINEMA COMPANY
2. www.bmagazine.co.jp/movie/****/*****
INTRODUCTION OF MOVIES OF THIS MONTH IN B MAGAZINE
3. www.C_provider.co.jp/personal/dddd/****
DDDD'S PERSONAL INFORMATION ABOUT MOVIES
4.
.....
.....

F I G. 5 8

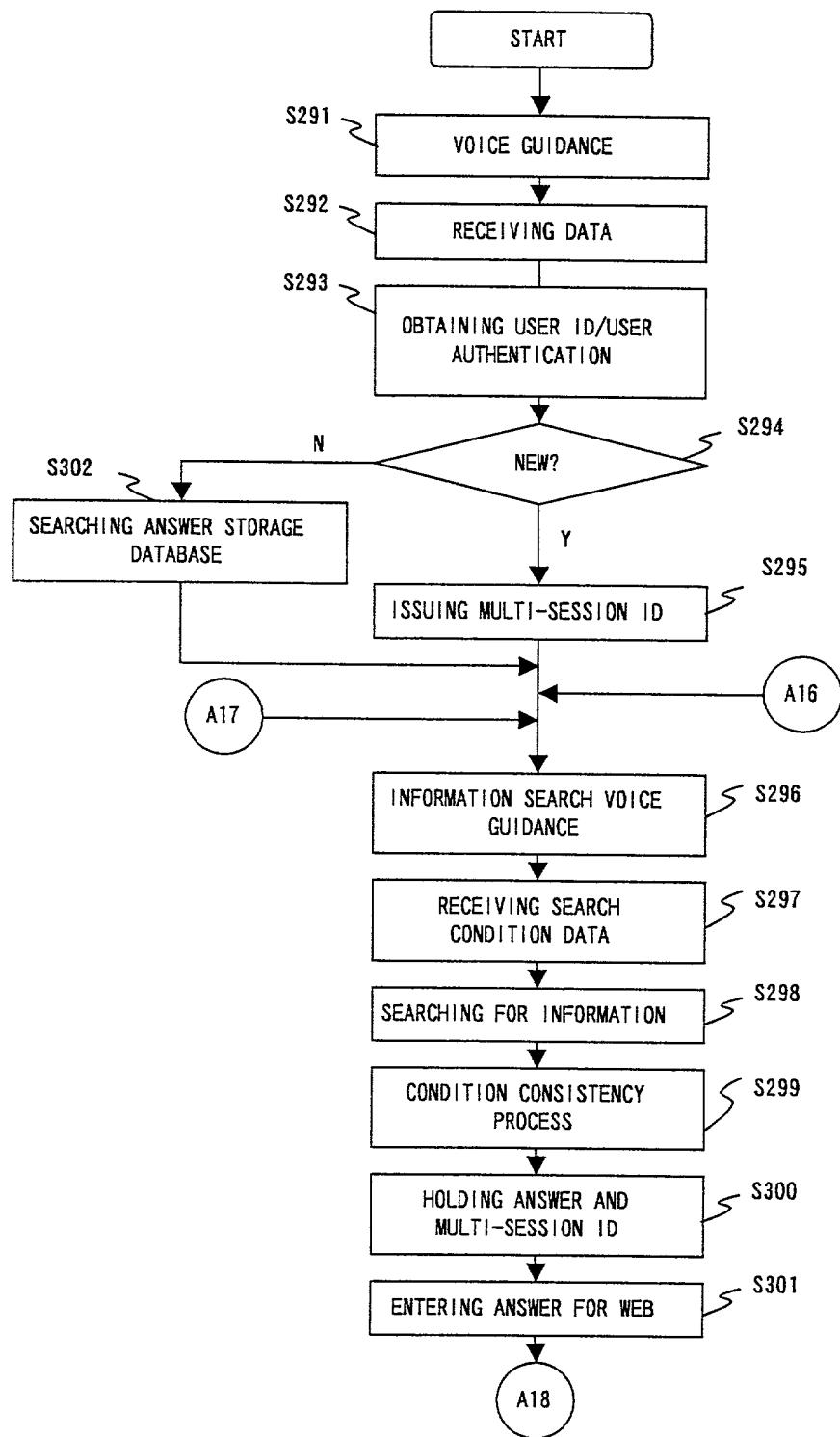
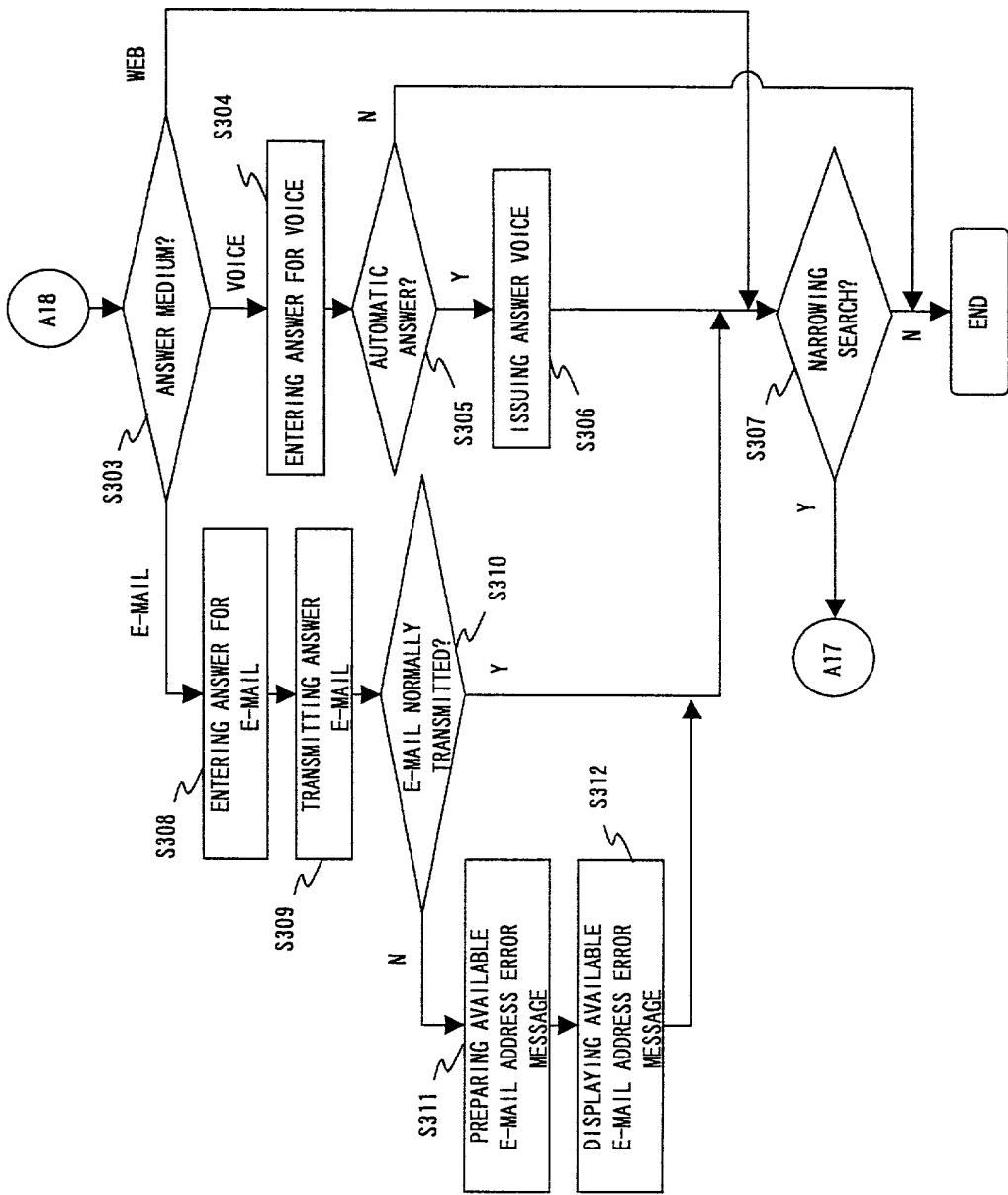
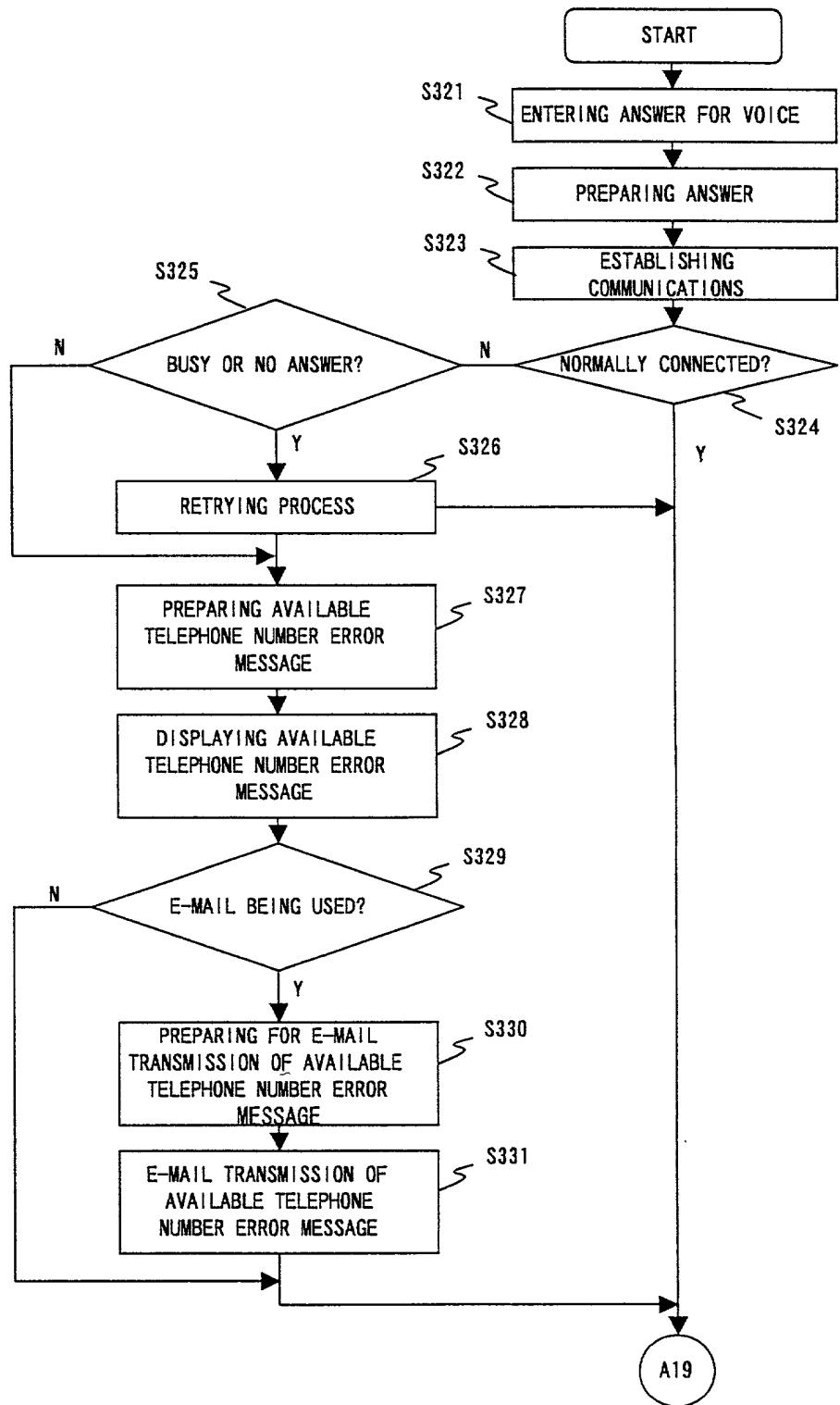


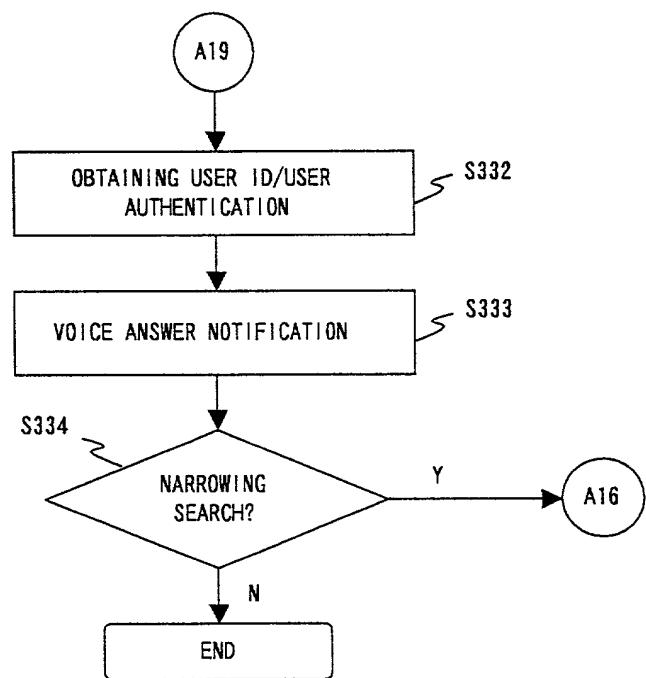
FIG. 59

F I G. 60





F I G. 61



F I G. 6 2

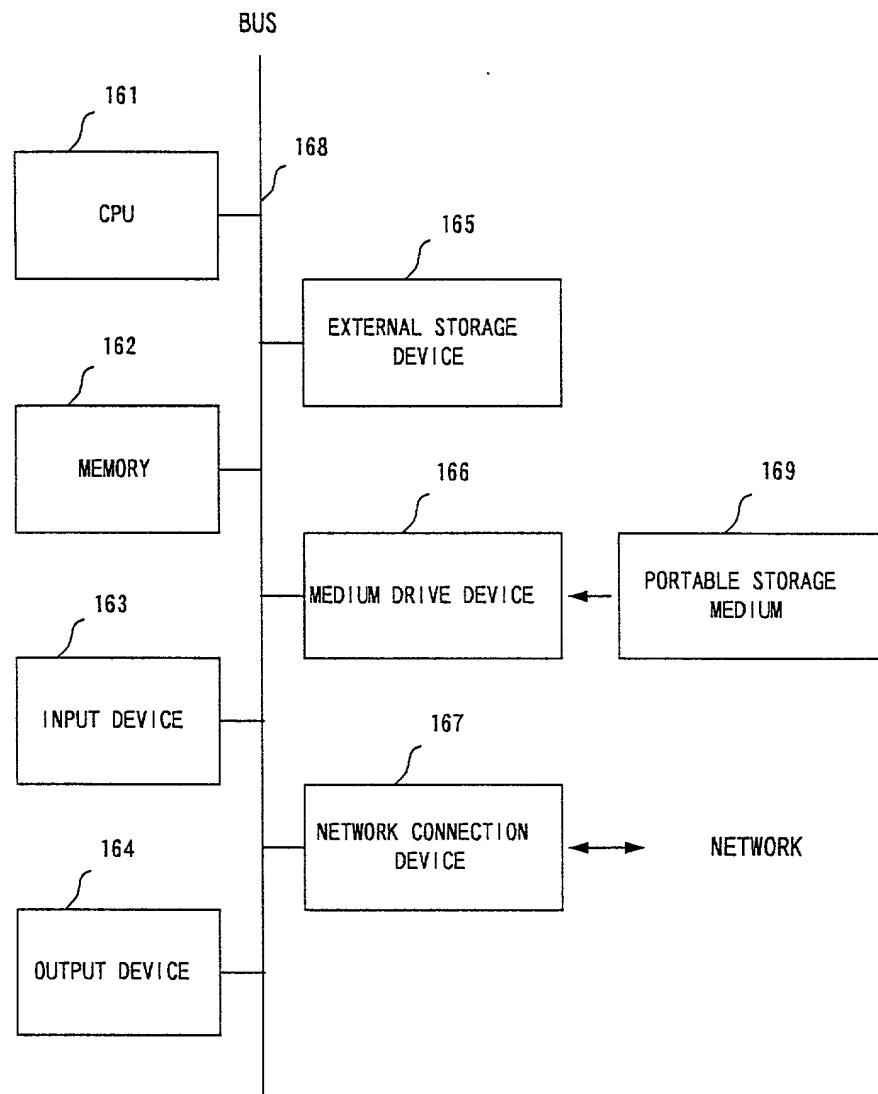


FIG. 63

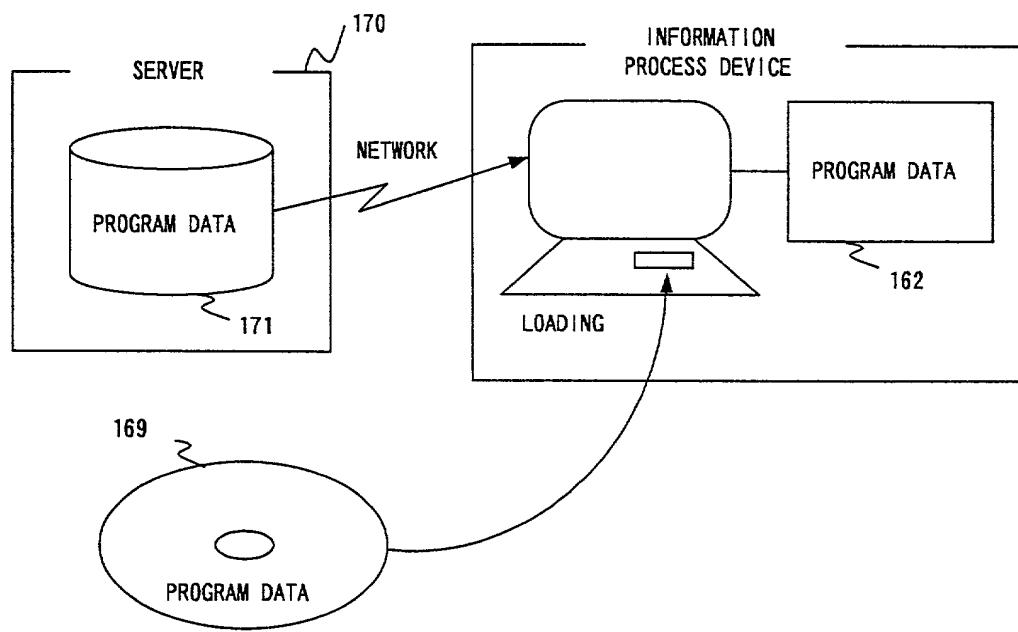


FIG. 64